

# Digest of

(Second Series)

## Rehabilitation Conferences of Delegates

of

Ontario Community Committees

and

Employer Interests - Permanent and Temporary  
Along with Necessary Government Personnel

Sponsored by

THE GOVERNMENTS OF THE DOMINION OF CANADA  
AND THE PROVINCE OF ONTARIO



Issued by

THE ONTARIO REHABILITATION COMMITTEE

Rooms 409-410, 69 Yonge St., Toronto 1, Ont.

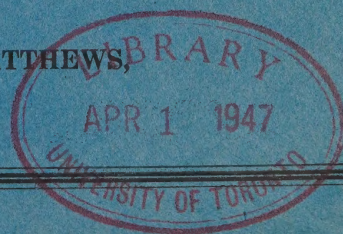
MINISTER:

THE HONOURABLE ROLAND MICHENER,  
PROVINCIAL SECRETARY

CHAIRMAN:

MAJOR-GENERAL A. BRUCE MATTHEWS,

C.B.E., D.S.O., E.D.









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ONTARIO

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## FOREWORD

In establishing the Ontario Rehabilitation Committee to assist and co-operate with the Department of Veterans Affairs the Government of the Province of Ontario was particularly concerned to aid, encourage and support the local Citizens' Rehabilitation Committees which had been organized in the Municipalities of Ontario. The Government of Ontario has a very lively appreciation that these local committees of citizens are a necessary supplement to the official machinery of rehabilitation; that they alone can bring the warmth of personal interest and neighbourly assistance to bear on the veterans' problems when he has finally been returned to his own community; in other words, that they give life and feeling to the very elaborate but necessarily impersonal framework of Governmental assistance.

It is, therefore, appropriate that the Ontario Rehabilitation Committee should have taken an active part in organizing the conferences which were held in six large centers in Ontario during the month of July, 1946, to bring representatives of citizens' committees together for the purpose of exchanging experiences and obtaining information and inspiration. It is equally appropriate that the Ontario Committee should publish this record of those conferences for the information and assistance of the Citizens' Committees.

In this foreword the Government of Ontario wishes particularly to express its gratitude to all citizens who have played a part in the re-settlement of returned men and women in their local communities. From all accounts this public-spirited service has been of the greatest value. The need for such service is not over, and while it continues the Government wishes to add to its thanks the very earnest request that the Citizens' Committees will carry on in the same fine way until the job has been finished.

These words of appreciation and encouragement are equally due to the Chairman and Members of the Ontario Rehabilitation Committee, whose voluntary and effective service is gratefully acknowledged.

As a final word we should like to note the happy and co-operative relationships which have existed with the Department of Veterans Affairs in these Provincial efforts to assist that Department in its great undertaking.

ROLAND MICHENER,  
Provincial Secretary.

Toronto, January 1947.



## FOREWORD

The Ontario Rehabilitation Committee, in its presentation of this Digest of Rehabilitation Conferences for the year 1946, hopes that it will satisfactorily cover the many phases of rehabilitation legislation dealt with in our combined deliberations.

One cannot help but feel that Canadian veterans are going to be faced with an increasing number of problems during these years of reconversion, high costs and changing conditions. To date Citizens' Rehabilitation Committees throughout the Province have provided a remarkable service to men and women returning from the Armed Forces.

The Ontario Rehabilitation Committee urges all who are engaged in the task of veteran settlement to keep their organizations intact and assure success in the important job of following up the splendid record already achieved.

A. BRUCE MATTHEWS,  
Chairman.



This Report of Proceedings of the Dominion-Provincial District Rehabilitation Conferences for the Province of Ontario held between July 8th and 31st, 1946, in

LONDON, HAMILTON, NORTH BAY,  
TORONTO, OTTAWA and KINGSTON,

has been edited and condensed in order to save time, labour and materials.

The original unabridged reports are on file at this office and may be referred to at any time.

PUBLISHED BY  
THE ONTARIO REHABILITATION COMMITTEE

CHAIRMAN:  
MAJOR-GENERAL A. BRUCE MATTHEWS, C.B.E., D.S.O., E.D.

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## EDITORIAL

1. The Digest of the 1946 Rehabilitation Conferences of Citizens' Committees assumes printed form. Before going to press the verbatim reports and condensed version were submitted to the District Administrators of each Department of Veterans' Affairs in Ontario for their inspection, corrections and remarks in order to eliminate errors. It is intended that this Digest can be used as a permanent reference book.
2. The mechanics of the Digest are as follows:
  - (a) The general index giving information regarding the six district conferences in chronological order is in front.
  - (b) A list of abbreviations used is also in front.
  - (c) The digest of the six conferences giving a report of how the various subjects were introduced, the discussions, questions asked and answers given, follow in chronological order.
  - (d) At the end of the book is an alphabetical index giving the names, addresses, and pertinent information concerning all delegates, officials and others who attended the conferences, with the pages on which their addresses, discussions or remarks are recorded.
  - (e) Appendix I gives a complete alphabetical list of sub-headings and pages on which the information may be found.
  - (f) Appendix II gives a list of Benevolent Funds and information concerning them.
3. It is hoped that the above arrangements will enable those interested to
  - (a) Locate any rehabilitation matter quickly;
  - (b) Read how others have dealt with the problem quickly;
  - (c) Obtain the correct names and addresses of all key officials.
4. We sincerely hope that this Digest will prove of value to all those who in the past have taken such an unselfish interest in the welfare of our veterans and their rehabilitation in civilian life.



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## REHABILITATION CONFERENCE LONDON, ONTARIO

The 1946 Conference of the Delegates of the London District Citizens' Rehabilitation Committees sponsored by the Governments of the Dominion of Canada and the Province of Ontario, convened in the Hotel London, London, Ontario, on July 8th and 9th, 1946.

The opening session convened at 9.30 a.m. on Monday, July 8th, with the District Administrator, Colonel W. Eric Harris, O.B.E., M.C., calling the meeting to order.

COL. HARRIS expressed his appreciation and officially thanked the Citizens' Committees of "D" District for the splendid work and wonderful co-operation they had given during the past year. He then introduced Captain Paul Cross, the Eastern Regional Administrator for Department of Veterans' Affairs; Mr. Tim Reid, last year's chairman; and Mr. J. J. Richardson, associate chairman. Col. Harris informed the delegates that officials had been instructed to introduce their subjects very briefly and to let the talk and discussions come from the floor. He then called on Captain Paul Cross to say a few words.

CAPTAIN CROSS told Col. Harris and the delegates that he did not wish to take up any of their time at the moment as he understood he was to be given the privilege of speaking to them later on.

MR. E. B. "TIM" REID then occupied the chair, and introduced Colonel Percy Philpott, O.B.E., M.C., D.C.M., who is advisor to the Department of Veterans' Affairs regarding the problems of the veterans of two wars. F/Lt. O'Gorman, R.C.A.F., and Lieut. Hare, R.C.N., were also introduced as representing the Armed Services.

At this time His Worship Mayor McAlister arrived and was introduced by Col. Harris who explained that the delegates were mostly chairmen of Citizens' Committees of many towns and cities in Western Ontario.

HIS WORSHIP extended the official welcome on behalf of the Corporation of London and its citizens. He assured the delegates that he fully appreciated the vigor and zeal they were putting into the effort of training, adjusting, and placement of ex-service men and women.

CHAIRMAN REID thanked His Worship and then addressed the meeting.

### CHAIRMAN'S OPENING REMARKS

"First of all, let me tell you that I don't intend to make a speech. A year ago, when we held these conferences, most of the talking was done from this side of the table. The purpose of the conferences this year is to hear from the committees—to find out what you have been doing in your communities that will be of benefit to other communities faced with similar problems and to set up round table discussions that will pave the way for a more complete liaison and more effective working arrangements between the Department and the community.



I have had a number of letters asking for some indication as to the length of time the work of the citizens' committee will be necessary. There is, of course, no definite answer to that. It depends on a number of things, such as the speed of reconversion of industry, the labour situation, and housing, etc. We at Ottawa feel that the next twelve months, insofar as the veteran is concerned, will be the really crucial period in his rehabilitation. We want your assistance during that period.

Since we last met, there have been a number of changes in legislation. The men have been discharged in increasing numbers but today, the pattern is pretty well set. Our legislation is being gone over carefully by the Parliamentary Committee on Veteran Affairs, who are recommending to Parliament, the changes which should be made where the legislation needs some strengthening.

At the opening of this conference, I want to impress on you two or three things. I think last year we wasted a great deal of time discussing individual cases. Our District officers are here. They have access to district files. If there is any case of an individual veteran where it appears adjustment seems to be in order, the most effective way of getting action is to speak privately to one of our District officers. Give him the name and address of the man, the circumstances of the case, and I am quite sure that you will get complete and satisfactory information before this conference concludes.

I am not particularly jealous of our legislation nor of our administration. If there are constructive suggestions any of you wish to make, I will welcome them. I do feel however the primary purpose of this meeting is not to examine Federal legislation but rather to devise better ways and means of making that legislation effective within the community. I feel, too, that what we want to do is to find ways and means of dealing with problems that are purely and simply community problems — the problem of training-on-the-job opportunities, the problem of housing and so forth.

These are things, I feel are strictly within the province of the Citizens' Committee. Our legislation cannot bridge these gaps although I must say that many of our officers have done valient work in attempting to deal with these things for which we have no legislative authority.

You will notice that the agenda covers a wide variety of subjects, each to be introduced by a ten or fifteen minute talk by an expert on that subject. The expert is then to be followed by one of your chairmen, representing a committee which has done a good job in that particular field.

I know that one subject you will want to discuss very thoroughly is the question of housing. We have made provision for a good lengthy discussion on that particular phase of rehabilitation. We will have a representative of the Central Mortgage and Housing Corporation here to lead the discussion of this very important question.

My own hope is that we will have a constructive conference and that all of you will take back knowledge and information that will enable you to give better service and greater opportunity to the veterans from your community. That hope can only be achieved if we all enter into the discussions and give to other communittee chairmen the benefit of each others experience over the past twelve months. I feel there is not a single phase of our legislation where community assistance is not of the utmost importance. I feel there is not a single phase of it where your active efforts will not mean the difference between perhaps 75% and 100% efficiency. Our job in the next two days is to reach a basis of maximum efficiency.

I just want to impress on you one more thing before we get on with the business of the conference. The vast majority of your young men — the men who will be your leading merchants, tradesmen, mechanics, legislators, in the next ten or fifteen years — are veterans. The community must provide them with opportunity if the community is going to grow and go forward. I think that thought can very well be the keynote of our deliberations here."

### THE REHABILITATION SET-UP

MAJOR G. H. BROWN, E.D., Superintendent of Rehabilitation in London, was introduced by the Chairman. He informed the meeting that there were 110 cities, towns and villages in Western Ontario of which sixty had established liaison with the Department for rehabilitation. He pointed out the rehabilitation staff numbered approximately two hundred and forty people. They had to handle the rehabilitation of 85,000 veterans in that area.

He asked the delegates to let him have constructive criticism and helpful suggestions to improve the work of the Department. Major Brown told his audience that the work of rehabilitation done to date was mainly job placement. He expressed the opinion that a great deal that had been done in this direction was purely of a temporary nature. He predicted there would be a great deal of work in the future to bring about permanent re-establishment.

MAJOR BROWN emphasised the necessity of maintaining in the future the closest co-ordination and co-operation between all branches of the government services and all interested community agencies. He said, "If we combine our joint experience with the efforts of the veterans themselves we will succeed in permanently re-establishing them all." The speaker explained that by the term permanent re-establishment he meant seeing every ex-service man and woman permanently settled in their own home and holding a definite and steady position in his or her own community. Major Brown expressed the opinion that no government service could equal the welcome home, the helping hand, and good sound advice that an active Citizens' Committee could extend to their ex-service men and women.

CHAIRMAN REID thanked Major Brown and told delegates that Colonel Tosland who is in charge of Veteran Placement for the whole Dominion,



Major Charles Flint in charge of Veteran Placement for Ontario Region and Mr. G. A. L. Gibson of the Ontario Regional Advisory Board, Federal Department of Labour, were attending the conference.

He said, "These gentlemen will be glad to answer any questions regarding veteran placement which delegates may want answered but do not wish to ask during the general discussions."

MR. REID then asked Lieutenant Hare to say a few words.

### NAVAL SERVICE METHOD OF PROCEDURE

The Naval representative explained that each Naval establishment had a rehabilitation officer whose duty it was to council the men and women about to be discharged and explain to them the benefits ex-service personnel were entitled to under the various acts of Parliament and government legislation. He told the delegates the men were advised to keep in touch with their rehabilitation officers even after discharge if they had any problems to solve. When men with post discharge problems did appeal for help or information the local rehabilitation officer could, if necessary, take the matter up direct with Ottawa through the Staff Rehabilitation Officer attached to Naval Service Headquarters or with the Citizens' Committee. Lieutenant Hare stated that the method of direct approach to the responsible government official through the Staff Officer had proved highly satisfactory. He also expressed appreciation for the co-operation of the Citizens' Committees.

### CONTINUED NEED FOR CITIZENS COMMITTEES

COL. HARRIS informed the delegates that representatives of several Citizens' Committees had expressed the opinion that their work was finished

He explained that the Department of Veterans Affairs did not agree with this opinion and considered the matter of continued co-operation between the government officials and the Citizens' Committees most important. He invited those present to discuss the following questions:

(a) Did they think the Citizens' Committees had outlived their usefulness?

(b) If not, what was the best definite plan for future service? and

(c) How long did they think their services should be required?

CHAIRMAN REID called on Mr. L. P. Whaley of St. Marys to open the discussion. Mr. Whaley explained that St. Marys had no veteran problems principally because Brig. J. H. S. Lind of the St. Marys' Cement Company provided employment for all veterans. Mr. Whaley expressed the opinion that the situation might change five years from now. He thought that the Citizens' Committee served a useful purpose even if they only showed a friendly interest in veterans affairs and give sound counsel and advice when asked.

CHAIRMAN REID said "Guidance" and "Good Counsel" were most important features of the duties of a Citizens' Committee. He explained how veterans in one small western community had invested no less than \$452,000.00. and remarked, "That is important money to any community and it was in the interests of the whole community that the investments were sound and the ideas practical." He then called on Mr. Hilton McKay of Woodstock to speak.

MR. MCKAY informed the meeting that 1,800 veterans had returned to the district and that the Selective Service office was still a very busy place. He said it had been brought to his attention that there were long and seemingly unnecessary delays in closing deals under the Veterans Land Act due to the fact that a bottleneck had been created by the Department insisting that all titles and deeds and other legal matters had to be handled by one Toronto office.

MR. GEORGE WILLIAMS, Wingham, Ontario, explained that recently the work of the Committee had fallen off completely. He was satisfied the reason was that any veterans with a problem were given satisfaction by Mr. Wally Armstrong of the Department of Veterans Affairs. His experience was that the average veteran couldn't understand why citizens would go to so much trouble to help them if they weren't getting something in return. He felt the veterans would rather go to paid officials. He concluded with the following statement: "The Wingham Committee, while believing what they had done to date was well worth while, felt they should now quietly retire out of the picture as an organized body."

COL. HARRIS rose to explain that Wingham was exceptional in as much as Mr. Wally Armstrong lived there. He said "It is not the intention of the Department to station officials in all towns. Mr. Armstrong as Casualty Rehabilitation Officer covers a big district of which Wingham is about centre."

"His home happened to be in Wingham so the Department allowed him to make it his headquarters, in consideration of the fact that it would be nearer to his work and not so far to travel when the roads are bad in winter."

MR. W. R. TOMLINSON, Port Elgin, asked "What steps has the Government taken or what does it propose to do regarding giving information to Citizens' Committees about Veterans in Training?" He expressed the opinion that Citizens' Committees should be informed when a veteran from our district starts training; when he is likely to finish; if he has a job to go to when he graduates; or if we are expected to help find him a suitable position in the community.

MR. REID replied that up to the moment the officials in Ottawa had given very little thought to that particular angle. He said he realized it was a very important matter and promised to talk the matter over with interested officials.



COL. HARRIS rose to explain that there was a little difficulty being experienced in the Port Elgin district because of a dispute between officials in the Department of Labour and officials in Department of Veterans Affairs, regarding the placement of veterans who had been trained under the D. V. A. plans. He asked that the question be re-opened when the committee discussed training and placement of veterans.

MR. H. S. PRINGLE of Sarnia said the Citizens' Committee found the veterans of the district appreciated having them act as their advocates. They felt they could come to them with their troubles and worries and rely upon them to intercede for them, reach a settlement, or make an adjustment with government officials and others because they were unbiased. He said the greatest problem in his district was the slowness with which deals under the V. L. A. progressed. He said he didn't wish to blame any particular person. He felt that the veteran was sometimes at fault because he didn't go about the deal in the right way.

MR. E. B. REID said the Government would like to hear an expression of opinion from the delegates regarding the possible percentage or number of veterans likely to need extra or special attention to prevent them deteriorating into problem cases. He said D. V. A. officials did not think the numbers would be very great.

#### PLACEMENT OF SPECIAL CASES

MR. D. CAMPBELL, Veterans Officer, said Sarnia has no great problems except with V. L. A. deals. He gave credit to the D. V. A. officials in both London and Sarnia for giving full co-operation and efficient service.

MR. H. A. TURNBULL, Stratford, was called next. He informed the meeting that the one problem that stood out amongst others in Stratford was the discontent amongst many ex-service men who due to the fact that because they worked for the furniture factory before they enlisted they are forced to go back to their old jobs after an absence of five or six years or find themselves unemployed.

He said many men thought they should be given the opportunity to better themselves. He explained that together with Mr. Brown, Veterans Welfare Officer of the National Selective Service Office, he had canvassed all employers in the district and had regretfully reached the conclusion that the majority of them had lost interest in veteran welfare and employment. Mr. Turnbull stated, "A year ago, when the Citizens' Committee was first formed, the employers and other citizens were keen and enthusiastic, but since last April they seem to have forgotten the men who came back from service overseas."

The placement of disability cases was discussed and the speaker said employers were co-operating inasmuch as they were trying to provide these men with jobs they could do well regardless of their disability. He expressed satisfaction with the manner in which the officials in Westminster Hospital and the local office did their work.

Generally speaking, employers when interviewed said they would do more when employment conditions improved. He informed the delegates that a number of veterans had gone into business for themselves. Two men opened a "Nut Shop." They spent their money wisely but when they were all ready to open up, they found they were unable to purchase a roaster, sink, or shortening, three items that were essential. After quite a struggle the necessary permits for priority were obtained and the business is now a going concern.

MR. CAMPBELL said he was glad to hear veterans would be granted loans with which to start in business. He warned however that great care should be exercised by all concerned before the proposed venture was finally decided upon. He explained how three Stratford men had recently started in the taxi business which was now overcrowded. Another man had started making sauces. His products are popular and he obtained plenty of orders. When his prospects seemed brightest he suddenly found he could not purchase necessary ingredients and won't be able to for at least another year. These cases proved the necessity of carefully studying every angle. Mr. Campbell expressed the opinion that shortages of materials would not improve within another year. He said he thought the work of the Citizens' Committee worthwhile and should be continued.

CHAIRMAN REID thanked Mr. Campbell. He said the problems of casualty placements would be given more detailed attention later. He informed the meeting that amputations represented only 10% of the disability cases requiring special selective employment consideration. He said over 25,000 ex-service men and women suffering from non-visible disabilities required special attention regarding placement in suitable employment. Mr. Reid expressed the opinion that Citizens' Committees could be most helpful if they formed a panel of advisors to tell a man about the possibilities of a career that could be made profitable in spite of the particular disability from which the man suffered. Many disability cases quit early if not given competent encouragement and advice.

MR. THOMAS PRYDE, Exeter, Ontario, spoke next. He said it was obvious the problems to be met varied in different places. Exeter's problems were much the same as Wingham's and not similar to those of London or Windsor. He said he was inclined to take the opposite view to the opinion of the Wingham delegate who had said he thought the work of the Committee was about finished. Mr. Pryde said he thought the Committee members could be kept busy for many years to come. He said that a local bank manager had acted as the secretary of the Exeter Committee and his counsel and advice regarding investments and money matters had proved invaluable to local veterans. "We split our committee up into groups specially qualified to deal with various problems. We appointed two successful farmers to help and advise the Veteran who wanted to benefit under the V. L. A." Mr. Pryde concluded with the observation that if over sixty communities in Western Ontario were organized to work in co-operation with D. V. A. as stated by a previous speaker, then judging from



the attendance many delegates were conspicuous by their absence. He said, "Now the boys are back in civilian clothes far too many of us who remained at home are apt to forget that many of the young people were away for as long as five and six years and that they do feel strange and rather lost when they first return and do need and will appreciate the hand of friendship and the benefit of sound advice."

MR. PRYDE expressed the opinion that those delegates who had remarked that they felt the Citizens' Committees had outlived their usefulness and those who had said they thought ex-service men would rather seek advice from the paid officials of the D. V. A. than from the voluntary workers on the Citizens' Committees may have been influenced by the attitude of certain field men employed by the D. V. A. To illustrate his point Mr. Pryde said "Early this Spring we had an appraiser from the V. L. A. in our neighbourhood. I contacted him regarding a farm a veteran in our community was interested in buying. He informed me that his biggest difficulty was in trying to overcome the amateur advice given veterans by small town lawyers. I asked him if he were referring to the Citizens' Committees. He assured me he was not. I'm not dumb. I knew what he was referring to. I also know that the head and directors of the D. V. A. do not subscribe to that view. You wish our assistance and co-operation, but if your men in the field think we give our veterans a lot of wrong information, and have to work to straighten out our mistakes then that may explain the attitude shown by certain delegates and the fact that some citizens' committees are not very active at the present time."

I only pass on this incident for your consideration. If the view expressed to me by one of your field men is held by many then I am afraid our work won't be very important. Our local committee feel there is still important work to be done. We feel the Committees should remain organized to help re-establish our veterans. We feel we should remain organized even if the work to be done is on a reduced scale.

CHAIRMAN REID: "Thank you, Mr. Pryde. I can assure you that the senior officers of the Department value the services of the Citizens' Committees very highly and would inform the field man to whom you refer accordingly." Mr. Reid expressed the opinion that the Citizens' Committee performed a valuable service if they kept reminding local employers that many of their veterans had been away from their communities for several years and did require special consideration, special direction and advice.

COL. HARRIS: "This has been very interesting as a basic discussion. The whole purpose of this conference is to thrash out the question of what the future of the Citizens' Committees is going to be. I would suggest after future discussion our final task tomorrow will be to summarize the opinions expressed and then decide the future work of our Citizens' Committees.

## RECESS

MR. J. J. RICHARDSON in the Chair for Provincial Period: After thanking all Citizens' Committees for their continued co-operation in the rehabilitation of veterans in the Province of Ontario, he called on Mr. G. L. Ingram, the supervisor of Canadian Vocational Training, London Branch of the D. V. A. to speak.

### CANADIAN VOCATIONAL TRAINING

MR. G. L. INGRAM: "Mr. Chairman, Ladies and Gentlemen. The Rehabilitation Act provided that the D. V. A. would look after the rehabilitation of veterans, but the Dominion Department of Labour was called in regarding Vocational Training because they were in full possession of all information regarding labour conditions.

Prior to the war Canadian Vocational Training facilities had been set up in each Province and they were operated by the Department of Education in each province. During the war the schools carried on a War Emergency Training programme. When post-discharge training for purposes of rehabilitating veterans became necessary the Canadian Vocational Training establishments were used and extended for this purpose.

Generally speaking a veteran may apply for and obtain training in any skill he desires. It need not necessarily be the same vocation he followed prior to enlistment. A great number of veterans have decided to take University training under the Governments scheme which many could not have financed if left to their own resources.

In the Province of Ontario we have eleven training centres in seven of which vocational training is given. Mr. Hale, our next speaker, will describe the operation of the various training centres in which eighty different courses are taught.

The training given is of a practical nature. Experience shows that following the training course given, few veterans have difficulty obtaining employment.

We have also pre-matriculation courses. The pre-matriculation courses are only given to men or women who require to matriculate before they can reach the definite goal they have decided upon as their life's objective. Mr. Hale will also explain how matriculation courses are streamlined to fit each veteran's needs.

### TRAINING ON THE JOB

I particularly wish to emphasize "Training on the Job." This type of training is most important because it usually provides the trainee with steady employment when his training period is ended.

It is the veteran himself who decides the job he most desires. Then he applies for "Training on the Job." Our duty is to place him with a reputable firm which is willing to pay him an agreed upon wage while he is



in training. The firm must also guarantee him steady employment, at regular standard wages, once he has finished his training period satisfactorily.

Many veterans who apply for Training on the Job are men with financial and family responsibilities, therefore, if the wage the employer is willing to pay, during the initial stage of their training is not sufficient to meet his financial obligations the wages paid by the employer may be augmented by the Government to the amount stipulated as the "ceiling" under the Act.

The speaker informed the delegates that field representatives were employed throughout Western Ontario looking for training opportunities in industry. He invited the Citizens' Committees to bring cases considered eligible and suitable for such training to the attention of the Department.

MR. INGRAM thought the main difficulty experienced to date was finding suitable veterans to take advantage of the training opportunities offered. He asked the delegates to advertise the opportunities offered to veterans by Training on the Job. Applications should apply to the nearest D. V. A. official. "Training on the Job is no haphazard matter but a plan under which all applicants were carefully counselled, screened and fully informed regarding the terms of the contract and the rate of wages, etc., so both employer and trainee might obtain the maximum benefits from the transaction."

CHAIRMAN RICHARDSON thanked Mr. Ingram and introduced Colonel Muir and Colonel Finley, officials of The Ontario Training and Rehabilitation Institute. He informed the delegates these officials were prepared to answer any questions the delegates wished to ask.

COLONEL MUIR addressed the delegates and explained that the booklet "The Veterans Stepping Stones for Future Security," which had been issued to all of them, had been published by the students taking a course in Graphic Arts at the Training and Re-establishment School, 50 Gould Street, Toronto. The illustrated booklet gives information regarding the courses now available to ex-service men and women and states the educational, and physical standards required of applicants; the length of the various courses and the facilities for training available in various districts.

COLONEL FINLEY pointed out that in the past it had not been the policy for C. V. T. representatives to visit Citizens' Committees. He said he felt this should be done in future. He explained in detail the activities of the Canadian Vocational Training plan. He expressed the opinion that, in regard to "Training on the Job" and many courses given in the schools, it would be of great advantage if the individual Citizens' Committees were more fully informed regarding all details of the scheme in order that they in turn could interest and inform veterans in their communities of the benefits to be derived from such training.

CHAIRMAN RICHARDSON called on Mr. E. B. Reid to comment on Colonel Finley's suggestion.

MR. E. B. REID said the suggestion that representatives of C. V. T. should call on Citizens' Committees when visiting various cities and towns in order to provide them with full information regarding the C. V. T. plan of training was sound and practical. He gave the necessary authority to introduce this new policy immediately.

CHAIRMAN RICHARDSON: "Do delegates wish to ask questions regarding Mr. Ingram's subject?"

MR. W. R. TOMLINSON (Port Elgin) "I would like to hear if the government has a definite policy regarding C. V. T. If there is one I would like it clearly defined. All I know is what I have read in the papers. I have heard there is no definite policy. I have been told a man can't obtain training on the job until after he has been to trade school.

MR. G. L. INGRAM: "There is one definite policy I may mention. As far as the designated trades are concerned ( i. e. those which come under the Apprenticeship Act, administered by Director Fred Hawes of the Ontario Government Department of Labour), a veteran cannot obtain Training on the Job until he has finished his course in the trade school and been granted at least two years credit on their apprenticeship." On the other hand in the case of barbering and hairdressing if students finish the six months course satisfactorily they are given their full diploma. "Those who wish to take up embalming come under a different category. In some cases assistance during training might be extended for two years. In articulated vocations such as chartered accountancy the training period may extend for five years depending on the length of time the applicant served in the armed forces. Every application is dealt with individually and the ruling is made in accordance with the requirements, merits and entitlement of each case. There cannot be any definite rules laid down. That is why it seems to some such a mix-up.

Take two men applying for training in two different kinds of jobs in the same factory, we could grant Training on the Job to one applicant because he wished to learn a non-designated trade and we would have to refuse the other Training on the Job until he had completed his course in trade school because his choice was a designated trade."

CHAIRMAN RICHARDSON: "Perhaps D. V. A. would like to say a few words?"

COL. HARRIS: "In answer to Mr. Tomlinson's original question I would say "The principal behind Training on the Job is that the counsellor explains the regulations as they affect each individual applicant and then exercise their best judgment in seeing that those who qualify are placed to the best possible advantage."

MR. SMITH: "Replying to the original question. The Ontario Apprenticeship Board rules that no veteran can receive a subsidy from the government while learning a designated trade unless he has two years time credit in his trade." A veteran wishing to learn a designated trade may obtain the necessary two years time credit by attending the C. V. T. schools for



an average of six months. Many students obtain the necessary credit in as little as three months. Not many graduates from C. V. T. apply for Training on the Job because most employers are willing to pay them a wage which is more than the ceiling for subsidization as laid down in the Act. There are a few exceptions and when they crop up we deal with each on its merits."

MR. MCHUGH: "Our fieldmen investigate the employers. In many cases, especially in the designated trades employers pay our graduates within five or ten cents an hour of a journeyman's rate of pay."

CHAIRMAN RICHARDSON: "We will have Mr. Hawes of the Ontario Apprenticeship Board here tomorrow. He will answer any further questions. I will now call on Mr. Hale to explain the Re-establishment Training Programme."

MR. A. I. HALE: I will give you a few highlights rather than the actual mechanics of the institute. When the Institute in London opened, tutorial schools were well patronized by the veterans. Since April this year we find attendance at the tutorial schools has dropped off and the number enrolled in the trades schools has increased correspondingly. The commercial enrollments have remained about the same. The most popular courses in the trades school at the present time are carpentry, plumbing, brick laying and motor mechanics. On the other hand few have applied to learn the plastering trade. Experience has shown that about 95% of those who enroll show great interest and aptitude. The demand by employers for our graduates has been exceptionally good.

At first we experienced great difficulty obtaining supplies of the necessary materials with which to carry on our courses but now due to satisfactory results in training we receive the greatest co-operation from supply houses and industry.

The instructors we have employed have proved highly satisfactory and that statement is confirmed by the fact that we always have applications from employers anxious to employ our graduates in excess of the numbers available. During the past week we placed two graduates from our commercial school at \$200.00 per month and one other student received \$175.00. These results speak highly of the calibre of instruction, the organization and the type of training given.

CHAIRMAN RICHARDSON: Thank you Mr. Hale. Is there any discussion?

MR. ALEX GIBSON: I would like to ask if the graduates from trades or commercial courses are in greatest demand, and which offers best opportunities?

MR. HALE: The demand and opportunities in both are good at the present time. Both industry and organized labour co-operate in placing our graduates to best advantage. "To illustrate what I mean six students in sheet metal graduate next week and five have secured positions in London with one firm while the other has been placed in a nearby town."

MR. W. R. TOMLINSON: "What steps are being taken to find out if students wish to return to their own communities for employment after graduation." Naturally we are very anxious to have some of our own veterans return to their municipalities. We are very short of skilled tradesmen in the smaller communities. "What steps are being taken to inform the local Citizens' Committees whether or not students from their localities wish to return if the opportunity for employment is available?"

MR. A. I. HALE: "Every student when making application for enrollment in any course is asked if he has employment to go to upon graduation. If they desire to go back to their own localities they may do so. If they have no definite offer we try to obtain employment for them. A representative from the Employment Office looks after that. We try not to turn them loose after graduation without any definite prospects."

MR. W. R. TOMLINSON: I would like to take this matter a little further. We know that at the present time employers in large cities are short handed and may even pay slightly higher wages than we can afford say in Port Elgin, but we must look to the future. I feel that local Citizens' Committees should know who enroll, what course they take, and when they will graduate. It is only right that we should be given the opportunity of at least trying to keep our veterans in our own communities. We must look to the future. It might be better for all concerned that a graduate be placed in a steady position in his own community at slightly less wages than to accept a temporary position in a large city at higher wages. In five years — yes perhaps sooner — the employment situation may be vastly different. I am suggesting we should decentralize now rather than centralize.

MR. FRASER (Kincardine): I wish to support what Mr. Tomlinson has said. I am a carpenter in Kincardine. I need carpenters and wish to employ only ex-service men. I appreciate the training C. V. T. gives. I know every veteran from our district who has taken advantage of the opportunities given. The only men we can hire are men who leave their farms, where they are really needed. They have made small fortunes. They retire and come into our communities and offer to work for small wages. How are we going to combat this question of low wages? How are we going to secure quotas for materials we need so we can provide veterans in our communities with steady employment at decent rates of pay? I could put five carpenters to work tomorrow if only I could get them.

CHAIRMAN RICHARDSON: I will ask Major Flint to answer the question regarding employment, then I will call on the D. V. A. to reply regarding materials.

MAJOR E. C. FLINT: Selective Service contacts the training schools and obtains applications from potential graduates a month or two weeks in advance. We send the applications to the office of the town or district in which the graduates intend to reside after graduation. Our representative then tries to find employment for them. I don't know whether you have placed your order with our local office."



MR. FRASER: "We don't have to ask anyone. We have the jobs waiting for them in Kincardine."

MAJOR FLINT: "We have the graduates. We can supply them if we have your order." I will go into the matter further when I speak on employment this afternoon."

MR. E. B. REID: "I know we haven't yet quite made Mr. Tomlinson happy. He wants the veterans from Port Elgin who have gone to the city back in Port Elgin and I quite appreciate his feelings. In regard to supplies and priorities on materials, we have at head office liaison officers from D. V. A. who work with both Wartime Prices and Trade Board and Mr. Howe's Department. They made a very conscientious effort to obtain priorities where a good case can be made on behalf of a man. The case must have merit to obtain consideration. If Mr. Fraser will supply my office with the necessary facts of his case we will see what can be done."

COLONEL FINLEY: "There is no reason why a veteran graduating from our schools cannot go back to his own locality if he so desires. If Mr. Fraser knows veterans from Kincardine are in training and he wants them he should ask the local employment office for them. If they wish to return no objection will be raised."

CHAIRMAN RICHARDSON: Major Brown wishes to speak.

MAJOR BROWN: I appreciate Mr. Tomlinson's stand in this matter. We have the facilities and we can advise the Citizens' Committees in advance of graduates from their districts. Then the matter can be worked out.

MR. H. A. TURNBULL (Stratford): "In Stratford the Citizens' Committee kept a file of all veterans living in our locality who took C. V. T. training. They were back and forth during their training periods and holidays and we kept in touch with them. We find the majority of veterans don't want to let their community down, but if a man decides to take a position elsewhere because he thinks the opportunities are better, there isn't much we can do about it. They are men and must make their own choice. There are probably few men here to-day who didn't cut themselves free from their childhood associations determined to make their way in the world."

MR. W. R. TOMLINSON: "The difficulties of a small village and a city are vastly different. I want to make myself clear. We don't know when the students come home from training school. If we did know we would arrange to meet them and try to place them satisfactorily in their own community. We need carpenters, bricklayers, and plasterers. We want our own veterans to go into business for themselves in our community."

CHAIRMAN RICHARDSON: "We will have Mr. Hawes of the Ontario Apprenticeship Board here tomorrow morning and I am sure he will handle your problem satisfactorily."

MR. W. S. PRINGLE (Sarnia, Ont.) : In our community the applicants for trade training have been very few compared to those who have applied for University training. I think the opportunities for university training have been glamorized too much. The qualifications to start were lowered too far. Many applicants are failing because they didn't have what it takes to complete their courses. I feel they would have been much better off had they been counselled to take trade training.

MR. SMITH: In our counselling we do not emphasize university training. We try to show them the advantages of trade training. But if a man insists on trying for his matriculation we must let him try. If he fails that is his responsibility. If we did otherwise he would blame us for refusing him the opportunity to which he felt he was entitled. They still can take trade training if they fail to matriculate." The failures in the London school is approximately 15%.

MR. GEORGE WILLIAMS, (Wingham) : "How long does the matriculation course take?"

MR. SMITH : "That depends on the number of subjects he requires."

MR. WILLIAMS : "What I want to know is this. If a veteran has a credit between \$500. and \$600. and fails to matriculate after a period of from four to six months can he still take advantage of trade school training?"

MR. SMITH : Yes.

CHAIRMAN RICHARDSON : "This subject will come up again later. The morning session is adjourned."

## MONDAY AFTERNOON SESSION

2:10 P.M.

MR. E. B. REID: "Ladies and gentlemen. Major C. Flint, Supervisor of National Employment Service and Veterans Placement for Ontario will speak to us now on that very important angle of rehabilitation, placing Veterans in the right kind of employment."

## NATIONAL EMPLOYMENT SERVICE

MAJOR C. FLINT: "In the over-all plan of the Governments Rehabilitation the Department of Labour is charged with the administration of:

- (a) Reinstatement in Civil Employment Act
- (b) Employment of Ex-service Personnel
- (c) The Unemployment Insurance Act
- (d) Canadian Vocational Training Co-ordination

The first two are most important.

The Department of Labour first contacts ex-service men and women at the discharge depots. They are told of their rights regarding reinstatement.



ment in their pre-enlistment employment. If seeking new employment the manner in which Veteran preference placement works is explained to them. They were supplied with the necessary cards and permits and informed regarding the Selective Service regulations. Special Veterans' Officers have been appointed in all Department of Labour Offices except in communities in which D. V. A. have rehabilitation centres. The duty of these Veterans' Officers is to give special attention to the employment needs of ex-service personnel in their districts in exactly the same way as the Veterans' Employment Advisers do in D. V. A. centres. They are given up-to-date information regarding local and nation-wide employment conditions and the future probabilities. Veterans Officers also act as liaison between Employment Service and D. V. A.

Following the capitulation of Germany we figured we would have from nine months to one year in which to change over from a war to a peace time basis. The unexpected collapse of Japan in August, 1945, completely upset our calculations. Lay-offs from war-time industries and accelerated discharges from the Armed Forces made the adjusting of manpower for reconversion purposes a major problem.

In Ontario one hundred thousand men and women were discharged from the Forces between August 1945 and April 1946. Of this number 45,000 sought new employment while only 25,000 returned to their pre-war jobs. Due to these conditions jobs acceptable to Veterans were at a premium. Our placements which had averaged between 85 to 90% prior to August 1945 dropped to 27% in March 1946. The placements had increased to 40% by May and they are still climbing. Strikes, added to shortages of materials, equipment, skilled labour and housing aggravated the situation. The peak of unemployment was in February and March, 1946. Conditions have continued to improve since. So many factors govern employment that it is impossible to predict the future.

The heaviest load of rehabilitation work fell on the Veterans' Officers. They had to be Guide, Philosopher, Friend and Father Confessor to the Veterans. They were on the spot contact agents for the D. V. A. They worked night and day. Thanks to the help and advice given by the Citizens' Committees our Veterans Officers were able to relieve what could have developed into a serious situation. We can help a man into a suitable job but only the Veterans fellow citizens can make him feel entirely at home in the community in which he is employed.

Due to the excellent co-operation of employers the administration of the Reinstatement Act has presented few difficulties. Approximately 50,000 ex-service personnel have gone back to their old jobs in Ontario. There have been few disputes or disagreements. Legal enforcement has only been resorted to in one case.

Special placement officers, to assist handicapped cases, have been appointed in Ottawa, Toronto, London, Hamilton, Kitchener and Windsor. They have worked in close co-operation with the Casualty Rehabilitation Officers of the D. V. A. We have suitably placed 1,800 ex-service person-

nel and 3,200 civilians during period ending June 15th, 1946. Twenty-eight types have been placed ranging from physical disabilities to mental ailments. Of the total number of handicapped people in Canada 50% are located in Ontario.

In May, 1945, the Employment Service opened special offices to deal with executive and professionals seeking employment. In Ontario the office is located in Toronto. During the period July 1945 to May 1946: 8,000 applications were received, 2,050 placements were made. Of this number 699 or 35% were Veterans, 710 secured positions paying less than \$2,000; 866 between \$2,000 and \$3,000; while 474 received \$3,000 or over.

On February 1st, 1946, the Department of Labour took over the payments of out-of-work benefits to the greater satisfaction of all concerned.

Due to the number of applicants for Canadian Vocational Training a waiting list grew and it was essential to place as many ex-service men as possible for Training-on-the-job. This is one of the best features of rehabilitation work because it nearly always leads to permanent employment. Because of our National coverage of industry and our publicity campaigns we uncovered and developed many training opportunities. In May 1945, 420 training jobs were uncovered amongst 193 employers and the particulars were passed to the C. V. T. so they could select applicants.

Veterans undertaking courses in C. V. T. Schools are contacted before graduation. If seeking employment their applications are taken and forwarded to the employment service office located in their community. The local officials are instructed to try and have them placed by the time of their graduation.

The above mentioned activities has resulted in a much better understanding between employers and Department of Labour employees. Employers no longer consider C. V. T. just another form of technical high school training.

As those readily employable are absorbed into industry others because of age or physical or mental infirmity will become more of a problem. Many veterans of both World Wars will fall into this category. This problem will be discussed in Committee later.

Little trouble has been experienced placing ex-service women in employment. From January 1st, to May 31st, 1946, 2,902 women were discharged. (This figure does not include Air Force Women discharged after April st.) 1,689 were placed in suitable employment. Of this number 1,240 had not previously been employed since discharge. On May 31st, only 321 still remained to be placed in the Ontario region. If further training is deemed advisable, the D. V. A. is notified.

As of May 31st, 1946, 6,200 still remained in the service, 39,000 had been discharged of these 4,741 were on C. V. T. Of those discharged in May, 1946, 40% registered for C. V. T.



It is our experience the vast majority of ex-service men have shown no signs of the psychiatric phenomenon about which we heard so much. Those who have caused trouble are invariably those whose service is in inverse proportion to their demands.

The work performed by the Department of Labour in regard to the rehabilitation of ex-service men and women has been of no insignificant magnitude. The results obtained have been far greater than any errors that may have deserved criticism.

In conclusion, I wish to pay tribute to the work, co-operation and assistance given to us by the Citizens' Committees, the Employers, and the Branches of the Canadian Legion without which our best efforts would, to a great degree, have fallen short of our objective. We also enjoyed the utmost co-operation from D. V. A. and C. V. T.; the Armed Services and other Government Agencies. You may rest assured we will continue to give our greatest efforts in our particular field of employment and rehabilitation.

CHAIRMAN REID: Thank you, Major Flint. You have provided some interesting figures for Ontario. In the month of October, ninety-two thousand were discharged from the various Services. We had been told to expect fifty thousand. There is a very good reason for the backlog which rolled up at the particular time.

I will call on Colonel Hugh Heasley, D.S.O., to lead off the discussion and bring out "The community aspects of employment and placement of Veterans."

## **THE COMMUNITY ASPECTS OF EMPLOYMENT AND PLACEMENT OF VETERANS**

COL. HEASLEY: "Kitchener and North Waterloo districts have had very little employment trouble. We have a strike going on at the present time but we hope that will be settled shortly. Records show the North Waterloo area has had the smallest percentage of unemployment in the Province of Ontario.

I wish to pay tribute to Major Flint and his Department for the work they are doing. I also wish to sound a word of warning regarding civilian rehabilitation committees. So many members seem to think their job is done. That attitude is in my opinion a mistaken one to take. The average veteran has had pretty easy going from the date of discharge up till now. He had a certain amount of pay—his gratuity—re-establishment credit—etc. The employment situation has been good. There is a period approaching that may provide more difficulties. The time will not come until the demand for manufactured goods has been fully met but we would be foolish to believe that day will never come. Once supply can fully meet the normal demand, the man we find difficulty in placing in employment to-day will be a real problem to-morrow.

The Citizens Committees should help the Veterans in their communities to look ahead rather than live in the immediate future. Only the other day I had a married veteran, aged 24 apply to me for employ-

ment as a labourer. He had obtained his senior matric before he joined the Forces. I asked him why he didn't take advantage of the Governments plans for Special Training. He said he thought he was too old.

I told him I knew a case in Montreal where three brothers back from Overseas were all starting at McGill with a brother who had been too young to join up. I tried to explain that a year or two extra study or training now might make his future much more secure.

Many employers are co-operating with Mr. Sharp our Casualty Placement Officer and provide employment for handicapped veterans in our community. I am sure all members of Citizens Committees can render valuable service if they work in co-operation with their Casualty placement officer as we do.

One problem I fear we will have to solve is finding suitable employment for veterans who for one reason or another don't wish to return to their pre-enlistment employment and for others who decide to move into our communities. As members of Citizens Committees we can welcome them, advise them, and make them feel at home. We must convince them they are not problem cases.

In North Waterloo because of our diversity of manufacturing interests our problem is not one of employment but advising veterans how best to use their re-establishment credits. I feel the work of the Citizens Committees is not finished and I advise that we prepare ourselves to meet any new problems which may arise in the not too distant future.

CHAIRMAN REID: Thank you, Colonel Heasley. I also feel that once supply catches up with demand, employment will not be quite so easy to obtain as at the present time. The Citizens Committees will then have to sell the idea of keeping our veterans employed. I will ask Mr. Brander of Wallaceburg to say a few words.

MR. A. P. BRANDER: In order not to repeat what has already been discussed I will confine my remarks to the work the Wallaceburg Citizens' Committee has done with employers. We haven't one veteran who wants to work unemployed at the present time. We arranged meetings with personnel officers, foremen, and superintendents of our various industries, before our veterans returned and sold them the idea that in spite of all the talk about them being psychiatric cases the million young men and women about to be demobilized were Canada's greatest single asset. We made industry feel that they were going to need these men just as much as the men needed the jobs industry provided. The Rotary, Kinsmen and other service clubs brought in special speakers and helped put this idea across. Our biggest problem is not employment for veterans but suitable housing. We could employ another hundred married veterans this week if we had any place to house them. Two weeks ago one of our manufacturers required another hundred men but all the Mayor, the Chamber of Commerce and full page publicity could do was uncover temporary accommodation for 10% of his requirements.



Canada has great natural resources, our mines, forests and water-power are great and will still be there twenty years from now even if we fail to develop them at the present time, but our veterans are our greatest asset and providing them with proper housing is something we cannot afford to put off until tomorrow. The Wallaceburg Citizens' Committee will stand solidly behind any suggestions put forward at this Conference which will produce results rather than promises as far as providing homes for veterans is concerned.

Another thing the Wallaceburg Committee did was to educate all those connected with local industry how to treat properly the few individuals who did come back suffering from shattered nerves. We had one case of a man who was sent home with "nerves" after serving three years with the R. C. A. F. in West Africa and the Atlantic patrol. He returned to his pre-enlistment job as a machine operator. The second day he was back on the job a practical joker dropped a tray of castings on the floor behind him. The veteran was off work for several days. The results of such foolishness might have been even far more serious. The unfortunate man could have fallen into the machinery and been terribly mutilated.

We had another case of a veteran who had served in both wars. He also was operating a machine when a girl seeing his wallet sticking out of his pocket suddenly grabbed it and slapped him on the back. He went into the machine. These were typical cases of how not to treat ex-service men who suffer from some nervous disorder. We used these two actual accidents to illustrate our educational campaign to teach both employers and fellow workmen how to treat our veterans when they returned to industry.

I believe Major General Burns once said "As long as one veteran able and willing to work remains unemployed our task is unfinished and Canada as a nation has failed." I agree with what he said.

Wallaceburg needs more veterans but we cannot find them boarding houses or rooms to say nothing of houses. The housing shortage has a very definite bearing on providing willing workers with suitable employment. The failure to meet and cope with the housing shortage is jeopardizing the future of our young married veterans and will seriously affect the future welfare of this Dominion if it remains unsolved much longer. I would ask all delegates to prepare themselves for the discussion of the housing problem which will take place tomorrow.

CHAIRMAN REID: Thank you Mr. Brander. I think the satisfactory employment situation in Wallaceburg is due to the manner in which your Citizens' Committee have tackled their work. The matter is now open for further discussion.

MR. SMALE (Windsor): I feel that the delegates should make strong representations to those in authority to bring about a more stabilized condition of employment, than exists at the present time. I feel a more

courageous attitude and more direct approach is necessary to solve our present industrial disputes. There are thousands of veterans unemployed today who have completely disassociated themselves from those who cause the strikes and yet they must remain unemployed and use up their allowances against their own better judgment and wishes.

CHAIRMAN REID: I don't think you are alone when you voice your opinion in that regard.

COLONEL TOSLAND: Before we close the discussion I would like to stress clearly that "National Employment Service" is what the name implies. It is a service which provides all the facilities for placing people in jobs and securing for employers all the help they need. We want both employers as well as labour to use our facilities to the utmost. Our services are entirely free. If our patrons find any good reason for complaint we would like to hear from them.

CHAIRMAN REID: What Colonel Tosland has just said is well worth remembering. The D. V. A. were concerned about the way in which employers discontinued to list their requirements with the National Employment Service as soon as many labour controls were lifted because the in service counsellors had informed all about to be discharged that the National Employment Service was the Veterans point of reference as far as employment was concerned. When employers short-circuited and did not apply to N. E. S. to provide the help they required many veterans newly discharged who followed the advice given by the In Service Counsellors didn't even know the jobs were available. I think the reason employers of labour disregard the National Employment Service is because of their antipathy towards the war-time National Selective Service. National Selective Service was not very popular during the war when the officials were scraping the bottom of the man-power barrel and couldn't provide the type of help employers needed. The situation has now changed, National Employment Service can supply the right kind of help required. It would tend to make for smooth efficient sailing for both employers and employees if all made their requirements known to the National Employment Service. I will ask Major Flint to say a word.

MAJOR C. FLINT: We do try to match the applicants with the jobs available. If we have several applicants considered suitable and qualified, the employer may interview all of them. We give the veteran or the man whose application has been in longest first preference provided he is fully qualified.

There is one other point I overlooked. We have found that when employers visited the C. V. T. schools and saw for themselves the standard of training, the type of students and methods of instructions those who had thought C. V. T. just another form of technical high school training changed their minds. Many placed orders for graduates immediately after their visit. Any employer in any community who wishes to contact graduates in any particular trade or calling only has to consult the manager of the Local Employment Office, the Veterans Officer of



the Armed Forces Unit, in their district and they will endeavour to put him in touch with the type of men or women he is anxious to employ.

CHAIRMAN REID: Any further discussion?

MR. FRASER, (Kincardine): I am seeking information. In Kincardine we have two veterans determined to establish themselves in the taxi business. This will involve a financial outlay of several thousand dollars. They have been promised new taxi cabs in accordance with veteran priorities. Both their parents and the Citizens Committee know the venture is doomed to failure before they start. We have tried to advise them against investing their savings and credits in this hopeless venture but they refuse to heed our advice. I would like to hear the views from Colonel Harris on cases of this kind.

COL. HARRIS: This brings up a question of policy and principle. While I agree with Mr. Fraser that the two veterans will most likely fail to earn a decent living in Kincardine by supplying taxi service, still we must remember that they are fully matured citizens who have a perfect right to start a private enterprise if they so desire. We are not dictators. All we can do is give them sound advice based on our experience. If they refuse to take our advice that is their funeral. I would suggest that you try to persuade the two veterans concerned to contact Colonel Ingram. He heads a committee of five or six business men who spend most of their time discussing the veterans, their proposed business ventures and offering advice. If the men concerned are still determined to go in the taxi business after discussing the pros and cons with Colonel Ingram and his committee there is not much we can do about it. We are not Hitlers. In the last analysis the citizen has the right to decide for himself.

CHAIRMAN REID: Colonel Philpott who is a veteran of both wars will introduce the subject "The problems of the older veterans."

### **"THE PROBLEMS OF THE OLDER VETERANS"**

COL. P. PHILPOTT: The purpose of this period is to discuss the peculiar problems of rehabilitating the older veterans, those who have served both wars. The problem was realized by the D.V.A. in 1944 when they appointed a sub-committee of the General Advisory Committee on Demobilization and Rehabilitation under the chairmanship of the late Col. D. Carmichael to study the problems of older men serving in the Armed forces and bring in recommendations.

It is estimated that over 30,000 veterans of the First War volunteered and served again in this last war. Many of the officers and men who served in both wars made considerable personal sacrifice in volunteering for both wars as well as carrying the burden of the non-permanent militia during the peace. Many of them including fairly senior dual war officers have justifiable fears for their futures. As a class they are not very good speaking for themselves, regarding employment. Many because of pride or because they are known as senior officers in their communities hesitate

to seek or accept low-priced subordinate positions which they would be glad to accept if they were not so well known in their communities.

The services they gave in both wars was invaluable to their country. Many served overseas in the last war pretty evenly distributed in the three services. The Veterans Guard of Canada was however recruited entirely from men who had served in World War I. We will study that unit first.

Individual survey of 2,000 members of the Veteran Guard produced the following statistics.

Average age .....	51.4 years	<b>Service in First War</b>	
Married .....	75%	C. E. F. ....	73%
Widowers or Single .....	25%	Imperials .....	26%
Children Under 16 .....	1.5%	Others .....	1%
Disability Pension .....	11.7%	<b>Country of Origin</b>	
Between 5 & 9 yrs. Service	81%	Canadian .....	29%
<b>Future</b>		British .....	60%
Definite Job Assured .....	21%	Others .....	10%
No Definite Job Assured .....	79%	<b>Education</b>	
Plans for Future .....	29%	Up to Grade 7 .....	33%
No Plans for Future .....	71%	Up to Grade 8 .....	39%
<b>Physical</b>		High School .....	27%
3 or 4 in their Pulhems .....	54%	Elimentary Education Only	84%
		University 1 Only	

**WAR ALLOWANCES ACT**

Of the 2,000 surveyed only 10% are eligible at the present time. The other 90% are not eligible because they have not reached age 60 nor have they become totally unemployable.

**EMPLOYMENT**

About 2,000 veterans of both wars now registered with N. E. S. are unplaced, about 2,370 members of the V. G. C. yet to be demobilized have no employment expectancy. Approximately 10,000 other veterans of World War I are unemployed.

The Veterans of both Wars have an average of 7 years active service. They served once as youths and again in middle age. They all experienced the hardships of the depression years. Their opportunities for making adequate provision for their present age have been practically nil. About 50% or 15,000 veterans with dual service are unable to resume their place in civilian life without assistance.

While the Government has acted on the committees recommendations by making certain amendments to the War Veterans Allowance Act and passed the Dual War Pension Act, the Committee recorded the fact that the main problem would be securing suitable employment for these men. Unless we are willing to subscribe to the belief (and there is a tendency towards doing so) that the employable possibilities of this admirable group



of citizens is nil at 51 years of age then we must exploit every possible channel to provide them with jobs at fair wages and in keeping with their physical abilities. Only after they cannot perform suitable work should the question of State Pension be entertained.

The type of positions these men could fill in a satisfactory manner are those which do not require a great deal of skill or physical effort. They should not be put into competition with younger and more vigorous men.

Positions as watchmen, guards, messengers, theatre ushers, chauffeurs, janitors, gardeners, elevator operators, etc., should prove satisfactory. Employers of labour who reserve this type of employment of these veterans of both wars will perform valuable public service. One media which offers great possibilities is the Canadian Corps of Commissionaires. The directors have agreed to expand the organization and to give preference to dual war veterans and low disability pensioners of good character. Members of all Citizen Committees can greatly assist in this projected expansion by helping the Corps gain employment contacts.

Citizens Committees and Service Clubs can also help the veterans of both wars by keeping before Federal, Provincial, Municipal and Civic authorities the value of employing a sprinkling of older men who have proved their loyalty to exercise a steadying influence amongst their younger employees in these troublesome times. It would be a mistake not to establish these veterans of both wars in suitable positions because they would very likely develop a contemptuous and unfriendly attitude towards those who control the jobs available but never served themselves. The National Employment Service can also help by "screening" the right dual War Veteran into suitable jobs.

The Veterans Land Act small holdings provision is not barred to these older men but it is essential that they be steadily employed before they can benefit.

## **THE WAR VETERANS ALLOWANCE ACT AND THE DUAL SERVICE PENSION ACT**

The first provides allowances for the CANADIAN veteran who saw service in an actual theatre of war or who is in receipt of a disability pension upon reaching age sixty or below that age if for mental or physical reasons he is unemployable. The second provides similarly for men who served in both wars irrespective of whether or not they saw active service. Both Acts are subject to an income or earnings test. The present basic allowance in both cases is \$365 for a single man or widower and \$730 a year for a married man. Certain casual earnings and unearned income being permitted.

This gentlemen is our challenge. We must find suitable employment for the elderly un-employed veteran who is willing and able to work or we must subscribe to the bug-bear that is growing up—Young men for all jobs—pension all veterans over fifty.

CHAIRMAN REID: The problems brought forward by Col. Philpott are very much a community responsibility. I am therefore going to ask Mr. Hibbert of Petrolia to lead the discussion.

MR. NORMAN HIBBERT: Colonel Philpott has given us a very clear picture concerning the problems of obtaining employment of the men over fifty who has served in both wars.

My own opinion of this situation is, however, that it is a problem for the state rather than for the Citizens' Rehabilitation Committees to solve. I believe all of these veterans who served well in both wars are entitled to Dual Service pensions with no strings attached. I say give them their pension first and then place them in employment. The combination of earnings and pension would then enable these older men to have the same standards of living we hope the young men will enjoy. Colonel Philpott said these dual service veterans have an average of  $11\frac{1}{2}$  children under sixteen. They must therefore have other children who would continue at high school or go on to university if their father had the means. The country owes them this privilege and it is the future of their children which matters most. I believe that the duty of the Citizens' Committees is to see that the Government increase the pensions of these dual service men to a point where the man can live decently and educate his children properly. He most certainly can't do these things under the present scale even if granted the War Veterans Allowance or the Dual pension. I came down on the train today with a dual service veteran and his big beef is due to the fact that his younger children must work while the children of his neighbours who stayed at home enjoy the privileges of higher education. Only the Government can take the action necessary to correct this injustice.

In my own community we have some dual service veterans and we are seeing they get jobs. My point is this. The men who served in both wars and went through the depression of the 30's needs more income now to meet his family responsibilities than does the younger man who worked in industry all through the war.

CHAIRMAN REID: I don't think Colonel Philpott would object to dual service men being granted pensions. His primary object is to place them in positions where they can continue to contribute to the wealth of the nation and retain their self respect. 25,000 need help that means every city of 10,000 population should absorb 50 men with dual service over 50 years of age. Perhaps Mr. James Hendry of Exeter Citizens' Committee wishes to express his opinion.

MR. JAMES HENDRY (Exeter): We have no employment problem at the present time. As a banker however I come in contact with veterans of the first war who took up farming, under the Old Soldier Settlement plan. They struggled through the depression years. They tried to pay their way. Some of them could do with a little help now. I just mention that fact so those officials from Ottawa may keep them in mind.



MR. FRASER: I would like some information. We have an old veteran who is disabled. Both he and his wife have tried their best to support themselves for years. Now they have opened a small store which should be a paying proposition. What can we as a Citizens' Committee do to help them obtain a quota of goods to sell?

COLONEL PHILPOTT: The Wartime Prices & Trade Board control every commodity. 20% is allocated for new businesses. A veteran starting a new business must apply to the Regional Officer and if possible is given his quota from the 20% unallocated supplies.

### RE-ESTABLISHMENT CREDITS

CHAIRMAN REID: I am going to ask Major Brown to introduce Colonel Ingram, Chairman of the Re-establishment Credit Advisory Committee.

MAJOR G. H. BROWN: The Advisory Committee of which Colonel Ingram is Chairman is appointed by the Minister. The gentlemen on the Committee are drawn from all occupations. They give their time and in some cases their money without compensation of any sort except the gratitude of our own department and the veterans they try to help. In recognition of the fine work they are doing the Chairman's name recently appeared on the Honour List—I give you Colonel Ingram.

### ADVISORY COMMITTEES

COLONEL GORDON INGRAM, O.B.E.: Since the Committee first began to function we have dealt with some eight hundred cases. We have sat as many as three days each week and worked from 10.00 in the morning to 5.00 in the afternoon. Tomorrow's list includes the purchase of equipment for a firm manufacturing inter-office communications; the purchase of equipment for a chicken ranching business; a laundry; a bowling alley; a bakery; and a shoe store. We have also to obtain materials to build a carpenter's shop; obtain working capital for a produce business; purchase used drills, lathe & rivetting machine for a machine shop; repay a loan incurred for the purchase of a meat market; obtain equipment for a tourist resort and purchase a tourist camp. The money involved in the first tourist resort is \$4,000. and in the second \$21,000. You will agree we have a full day's work ahead of us.

While the details are prepared for us ahead of the meetings we make it a point to have most applicants appear in person before the Committee. It pays to have a heart to heart talk with the applicant. One day a young fellow wanted to use his credits to purchase an aquarium. At first we all smiled at the idea. None of us knew anything about raising gold fish and tropical fish. But the veteran convinced us he knew what he was about. He had a good market so we passed his application.

The Government want the veteran to use his credits for the purpose of re-establishing himself therefore we have to guard against those who resell the equipment they buy to obtain the money. Many veterans wanted

us to buy them trucks. Some obviously wished to sell them but others wished to pay the experience they had overseas driving Army vehicles to practical use. Therefore if the applicant proved he had contacts and customers lined up with reasonable prospects of success we purchased the truck.

Colonel Harris said awhile back, we never refuse any applicant. That is literally true but in some cases when we feel the proposed deal will not work out to the benefit of the veteran we insist on an agreement being signed or some other good reason to send them away to think the matter over and very rarely do they come back with the same proposition.

One veteran wished to buy a cigar stand for \$2,800. We proved it wasn't worth more than \$1,500. We sent him away to think things over. He hasn't come back.

The taxi business has been mentioned. We had a number of applications from veterans wishing to go into the taxi business but we made it a rule never to agree until we had consulted the Chief of Police, the Reeve or some other authority and obtained their okay. We had one case in which we were able to convince two veterans that the locality couldn't possibly support them and they finally decided to go into the restaurant business because one of them happened to be a chef. After advising so many young veterans regarding their future we are naturally anxious to learn how the investment we did approve turned out. Recently I visited forty veterans in Walkerville, Mitchell and Stratford and of the forty we concluded only two were flops. I don't say that all the others turned out to be outstanding successes but the men were making a living, they were happy and that is what really matters.

One man who admitted he was making a bare living running a grocery store was not too happy and I can't blame him. I thought afterwards it would have been a great help if we could have had advice from a local Citizens' Committee before letting him sink his credits in that business.

Mr. Moore and Mr. Young visited twenty other veterans in the district south of us. They only discovered one real flop. I don't wish to say our percentage of failure will remain that low but I do feel the percentage of successes will be higher than they could have been if the advice given by the Re-establishment Credit Advisory Committee had not been available.

Out of the many individuals we have interviewed only two leave unpleasant memories. One was a smart-alex, a fellow who knew everything. We approved his credit and were glad to see the last of him. The other was a young fellow who had purchased a large property upon which he wanted to use his credit to build a garage. When we questioned him he informed us it was none of our business, it was his own money he was asking for and all we had to do was approve the building of the garage. Mr. Moore informed me this young fellow was doing a grand job and getting along fine.



One other thing we noticed is that few applicants seem to know or realize the value of bookkeeping. This is where I think the local Citizens' Committee might help. We have given each applicant a small book which should help him keep his accounts straight and this is necessary for our inspectors to know how they are making out.

When veterans go into partnership we draw up a sound business like agreement which protects both their interests. This has already proved of value where two men are of vastly different dispositions and can't agree. We insist that a weekly wage be put into all agreements. By doing so we save court costs and often prevent unfavourable partnerships being made.

Another thing we have to watch is to protect veterans from unscrupulous business brokers.

CHAIRMAN REID: I do think the Citizens' Committees could give applicants preliminary advice valuable because of their local knowledge. They could also help the veterans to properly prepare their applications so they are presented clearly when they appear before the Advisory Committee.

COLONEL INGRAM: The difficulty I see is that the Citizens' Committee don't always know what a veteran is planning to do.

CHAIRMAN REID: They don't always know but even when the veteran starts in business they can help him keep his books in shops and see his buying practises are good. They can tell him if his mark-up is sufficient and help him with his display. All these factors enter into successful business and advice along these lines should be of value and appreciated

MR. DONALD ANDERSON, (St. Thomas): We have a Committee of four permanent members and eight or nine other business men who come in when called upon. We discuss markets, available supply of goods and advise prospective applicants whether we think his proposition is sound or otherwise. If we consider it sound we write the London Committee to that effect and thus eliminate a certain amount of their work.

We also made a classified survey of all existing retail businesses with their location, the number of employees and the possibility of expansion in existing industries. In co-operation with the Chamber of Commerce we prepared a list of available premises and listed the rents and taxes and any other useful information.

If we have a proposition we consider unsound we try through delay or other means to prevent the veteran rushing ahead. Often further thought brings him to see the disadvantages for himself. We had one case where a man wanted to start a night club. We told him he didn't have the necessary capital.

He next wanted to start in the restaurant and tourist business but he still lacked the necessary capital. Finally he went to Toronto and made a survey of the household cleaning service. To-day he is happily established in that business and employes fifteen other veterans. We find that most

veterans modify or change their original ideas after talking the matter over with more experienced men. In St. Thomas we have had veterans start up in electric plating, garages, service deliveries, green houses, trucking and two in the taxi business, one in watch repairs and an electrical appliance dealer. Most of the credits granted have been used to good advantage. We do feel however that the real test regarding the permanency of their success is not yet at hand. We can still help if there are stormy days ahead.

CHAIRMAN REID: Thank you. I think all will agree St. Thomas Committee are doing a fine job. Mr. Buchanan may have some ideas.

MR. BUCHANAN, (St. Thomas): All I wish to add is that because most men who joined the Armed Forces were physically fit, mentally alert and of mature years they should be encouraged rather than discouraged from going into business and developing their own ideas.

It is essential for the continued welfare of this country that younger men found new businesses to take the place of those which are dying. The very fact that a veteran expresses the desire to venture into competitive business is a trait to be encouraged. Many of the big sound businesses in Canada today were started on a shoe-string after the last war. It is alright to advise these young veterans. It would be a great mistake to wet-nurse them or to do anything that might curb their initiative. I would rather see a veteran go into business and fail than take the first hum drum job offered him. Many successful business men today are prosperous because they knew enough to correct and benefit by the experience of their first mistakes and early failures. They prove the wisdom of the old saying "If at first you don't succeed—try—try again." There is a tendency on the part of some successful business men to think others couldn't possibly escape the pit falls they missed by accident or good luck. Unless a man comes forward with a crack-brained idea I feel our duty is to get behind him one hundred percent and give them all the help and encouragement we can to develop their own plans and ideas to a successful conclusion.

CHAIRMAN REID: I am very much impressed by the intelligent approach the St. Thomas Committee made. The business survey and the listing of available properties and assessing the public needs showed great foresight.

MR. H. SMALE, (Windsor): The returned men in Windsor seem anxious to get into everything from race-tracks down. We have formed our own Advisory Committee. We work in close co-operation with the D. V. A. We have had quite a number of men who are making a success of their business ventures. We have had a few failures, but our experience is that those who failed did not seek the advice and information available.

Since I returned our employment problems have been serious. We have been bedevilled by strikes and it would be foolish to try and predict the future.



Regarding National Employment Service I feel that members of the Citizens' Committee can often place veterans in positions they wouldn't hear about if they relied entirely upon the N. E. S. I will give the experience of my own son as an illustration of what I mean. He is a mechanical engineer. He applied to N. E. S. in Windsor, Ontario, but they could do nothing for him. He went to Toronto and had the choice of five positions all obtained without aid of N. E. S.

Fourteen of the fifteen veterans we placed in the taxi business are doing well. The one who isn't doing so well got mixed up with a man who never saw service.

CHAIRMAN REID: The subject is now open for general discussion.

MR. G. WILLIAMS, (Wingham): I seek information in regard to waiting returns benefits. The Act says the time limit for making application is twelve months. I wish to know how a veteran who has taken C. V. T. and graduates as a third year apprentice can be expected to apply and qualify for Awaiting Returns Benefits when he still has two more years apprenticeship to serve before he can go into business for himself? I ask the delegates here to support the Legion in their efforts to have the act amended.

CHAIRMAN REID: It has been done Mr. Williams. A veteran is now eligible for waiting returns if he makes application within twelve months of commencing business. The same change will benefit veterans who start farming.

COLONEL PHILPOTT: I seek information also. Is it a fact that to qualify for waiting returns the veteran must commence within a year of discharge?

CHAIRMAN REID: A time limit will be made eventually.

MR. W. R. TOMLINSON, (Port Elgin): Can a veteran who returned to his old job and becomes dissatisfied with his job five years from now, go into business for himself and be eligible for waiting returns providing he makes application within twelve months after doing so?

CHAIRMAN REID: I wouldn't say he would be eligible five years from now. At the present time every man discharged is still eligible for waiting returns provided he makes application within twelve months of having commenced his business. I do say the time will come when a definite time limit will be set.

MR. W. R. TOMLINSON: I don't consider it fair to set a time limit. Every veteran is entitled to the same consideration. If a man wishes to wait five or ten years in order to gain further experience why should he be denied the same consideration as the man who starts a year or so after discharge?

CHAIRMAN REID: I wish to make myself clear. I am not in a position to say what the government's policy will be five years from now.

MR. GEORGE WILLIAMS: That is just what I want to know. The man who started up in business soon after his discharge must have had considerable knowledge, experience and capital prior to his enlistment otherwise he couldn't hope to make a success of his venture. He is eligible for waiting returns. How about the veteran who must acquire knowledge, experience and save his necessary initial investment after his discharge. I would like to see the man who can start from scratch and do it in less than five years. Is he then to be penalized? That is what the Legion are trying to prevent and I ask the delegates here to support the Legion's stand on this matter.

CHAIRMAN REID: If the present regulations continue in force they would be protected. But remember. It is only a regulation. It is not an Act.

MR. GEORGE WILLIAMS, (Wingham): I still ask the delegates to go back to their organizations and press that the regulations be incorporated in the Act.

MR. W. R. TOMLINSON: Is it true that a veteran may apply for Vocational Training within ten years?

CHAIRMAN REID: A veteran can use his re-establishment credits up to ten years. A veteran must commence his training within eighteen months of his discharge or eighteen months after the cessation of hostilities whichever is the later date. No veteran is barred as yet because officially hostilities have not yet ended.

QUESTION: How about a veteran student going through University for the professions say doctor or dentist?

CHAIRMAN REID: They would be eligible for waiting returns benefits at the conclusion of their university course. Awaiting Returns is not an alternative to training, it is supplementary.

MR. W. R. TOMLINSON: Is a veterans trades training limited in time to the amount of his credits?

CHAIRMAN REID: No! The man may take training month for month for the period he served in the Armed Forces. For instance a man with 12 months service in Canada only would have \$90.00 credits yet that man can receive grants and benefits over a twelve months period if that length of training is considered necessary.

MR. TOMLINSON: And if he wishes to go through University?

CHAIRMAN REID: He could complete his seven years degree. In the first instance he would only be entitled to 12 months university, but if he didn't fail in any exams, if the University was satisfied with his scholastic standing and made a recommendation that his education be continued then he could by continued success complete his seven year course and receive the grants and assistance over the entire period.



MR. W. R. TOMLINSON: What consideration is given the great majority of veterans who wish to use their credits to buy furniture?

CHAIRMAN REID: The only answer is that training benefits are not a reward for service. They were introduced into Veteran Legislation to meet a need. If benefits and returns were a reward for service the whole matter could have been settled in a few days by handing out cheques. The benefits were calculated to help the younger veterans who had to make their start in life or continue training after their discharge. They were not intended to benefit veterans who were already established before they enlisted or had positions awaiting them upon their return.

MR. W. R. TOMLINSON: It looks like class legislation to me. The great majority of our young veterans are not fortunate to qualify for higher education and they receive \$200. to \$500. while others can obtain over \$13,000 in grants and benefits. It does not seem right. I think the question will come up again.

CHAIRMAN REID: The formula is long sighted. If the legislation is judged on the basis of reward for service then there definitely is inequality. It is based on what a man needs to put him back on Civy Street. If a man comes in and says "I have a job and what I need to be re-established is \$300.00 worth of furniture." That is his election. It may be pointed out to him that by making that decision he deprives himself of eligibility for certain other benefits but I don't think that one-tenth of one per cent of the men who elect to use their re-establishment credits for the purchase of furniture or a house come back to the District Office and say they didn't get as much as they should.

COLONEL HARRIS: I have listened with interest to the justification of the existing legislation and Mr. Tomlinson's attack. After all I think we have to take the legislation as it stands. We are here to consider the application of what Parliament lays down. Our problem is to take the legislation Parliament gives us and see what we can do to help the veteran.

MR. GEORGE WILLIAMS: To answer Mr. Tomlinson I will site one case. A young fellow came to me seeking advice. He had a job—one that will probably last for thirty years. To my way of thinking it was monotonous—it had no future. He asked me if I thought it wise for him to buy a certain house. I asked him if he was satisfied with his job and felt he could settle down for the rest of his life. His wife was a good steady girl. He said, "Yes, I am satisfied." I told him "If you are satisfied and feel you will be happy twenty years from now, then buy the house." That is a case of one veteran who did not want vocational or university training or anything else.

MR. SMALE, (Windsor): This legislation, as it is laid down, is not designed to serve the man only but the needs of the nation. I think that thought is extremely important in trying to appraise the rehabilitation program, as it applies to educational matters.

CHAIRMAN REID: That point is very true. In the Air Force alone we lost ten thousand potential professional men. In the national interest it is important that inducement be offered to veterans of University calibre who are capable of replacing those men.

CAPTAIN PAUL CROSS: I wonder if Mr. Tomlinson knows that every veteran who comes into a rehabilitation centre and says, "Here I come, I want my \$300.00 re-establishment credit" is turned over to a counsellor who explains not only what he is entitled to receive but what he stands to lose if he buys a house or furniture?

MR. W. R. TOMLINSON: I went through the counselling business when I was discharged myself. I want to make myself clear. I am addressing my remarks to you who are going back to Ottawa. You can probably take back the thought in your mind that in the smaller communities the majority of veterans to be frank, are not fitted educationally to take advantage of the better things the legislation allows. That is my point.

CHAIRMAN REID: You are looking forward to the day when one veteran who accepted the \$300.00 sees the man he served with and got \$7,000 or \$8,000 practising medicine or set up in some other profession. You feel they are not going to be satisfied at that time. The answer is this. The legislation is being changed constantly to meet every need. That has been proved by the amendments passed recently. I think as needs develop they will be met. The Soldiers Settlement question was raised. That has been a bone of contention for some time. Just recently the interest rate the old soldiers paid has been reduced from 5% to 3½%. The insurance principal has been brought into force and if Parliament accepts the recommendation of the Veterans Committee a man's re-establishment credit won't die with him. Those are three major changes made recently.

CAPTAIN PAUL CROSS: May I ask if the services of the Advisory Committee in St. Thomas are available to all veterans regardless of whether they intend using their re-establishment credits or not?

MR. D. ANDERSON: The services of our Advisory Committee are available to all veterans.

CAPTAIN CROSS: Would it not be a good idea to make that known.

CHAIRMAN REID: What would you do to publicize that Committee?

MR. D. ANDERSON: Apart from what Mr. Spry of the Legion is doing no other action has been taken.

CHAIRMAN REID: How about newspaper publicity.

MR. ANDERSON: That hasn't been done. I believe there are posters in the Post Office and other public buildings.

The afternoon session adjourned at 5:35 P.M.



## EVENING SESSION

CHAIRMAN REID: Colonel Kerr is here to tell us about the situation in Chatham before dinner.

COLONEL GEORGE KERR, (Chatham Citizens' Committee): We were fortunate in getting the City Council to appoint Mr. Forman who was with auxiliary services overseas as full time secretary to our Committee. He has done a good job placing men. In Training on the Job finding accommodation, etc.

Housing is our big problem. I know of one case where a house sold for \$1,500.00 and in six months was sold to a veteran for \$4,200.00. It may be legal but there is no conscience in a deal of that kind. There isn't any legislation to govern real estate deals. There isn't much we can do unless a veteran seeks advice before he signs a contract.

## DINNER MEETING

MR. J. J. RICHARDSON, Presiding: Thanked Brigadier Dillon for the music, the London Citizens' Committee for their co-operation, Col. Eric Harris of D. V. A. for the organization work done preparing for the Conference. He then introduced Mr. Ivey of the London Citizens' Committee who was representing Col. Carling.

MR. CHARLES IVEY: Extended the official welcome to the delegates.

MR. J. J. RICHARDSON: Called on Col. Harris to introduce the speaker, Major General A. Bruce Matthews.

COL. HARRIS: Introducing the speaker and recalled how he had gone overseas in 1940 commanding a regiment. He next commanded a Canadian Artillery group in Italy. He next commanded the Royal Canadian Artillery of the First Canadian Division in Britain and took them to Europe and later commanded the Second Canadian Division and took them through Holland to Germany. Colonel Harris said "The Premier of Ontario, Mr. George Drew, couldn't have picked a more capable man to be chairman of the Ontario Rehabilitation Committee."

MAJOR GENERAL BRUCE MATTHEWS: I would like first to thank Col. Harris for his kind remarks and inform this gathering that Col. Harris played an extremely vital role during the war working on the development of our new equipment. I once saw him bring 340 guns and one thousand men up to the front and put on a remarkably fine demonstration against the enemy for our benefit.

I am really representing Colonel Arthur Welsh, Minister of Travel & Publicity for the Ontario Government, who was unable to attend to-night.

There has possibly been some justified misunderstanding as to the status of the Ontario Rehabilitation Committee and I just want you to know that we are not an official Government agency. I would like to express the thanks of the Ontario Rehabilitation Committee which I repre-

sent, to the D. V. A. of this District and to reiterate our Chairman's remarks and thank Col. Harris and his associates for making the London Conference possible. The D. V. A. agency for following up the very successful 1945 conference with a more comprehensive and elaborate series designed to meet the needs as we find them now for 1946. This action by D. V. A. speaks for itself.

Now, if I may change my caps briefly for a moment, I would also like to speak as a veteran, as many here gathered are, one of the chaps whom you are all working for and to thank all those who are so actively engaged in providing service to the men and women of this country on discharge from the Armed Forces. Whether you work in an official or a voluntary capacity makes little difference. Your efforts are certainly writing a very wonderful chapter into Canadian history, a chapter of co-operation on the largest possible scale.

You have heard a lot about this co-operation business and the vital part which it played in combining the allied armies, but it is evident at every turn that it is continuing into the field of veterans settlement and rehabilitation. A fine chapter, as I say, is being written into our history in the efforts put forward by you who are assembled here, of continuing service to Canada. Many veterans organizations at the present time are trying to feel out and cast about for the best means of doing just that thing, providing continued service to this country, continuing Service to Canada, and I know of no better example than the work of the groups here represented. Everything that is done to produce effective citizens will bring results and an accrual of big dividends to this country in the future.

The aftermath of Great Wars I and II is full of tragedy, hatred, dislocation, hardships of every kind and I think to be engaged in constructive work of this sort, of veterans rehabilitation, must be a very real fillip to all of those so engaged.

In my very remote contact with the work being done by D. V. A. and the respective Citizens' Committees of this province it certainly has been that to me and I feel sure that any man spending his full time and giving a lot of energy to the work must get a great kick out of helping in that direction. Certain elements in the world are always trying to take advantage of others, to make some personal gain from such circumstances as now prevails in the universe. To the men and women working in the field of rehabilitation—here, in the United States, wherever it is—those working in that field are to my mind a very definite answer to those elements that would try to spread conflict and distrust among us.

You are providing a service, not only for veterans, not only for the future of Canada, but it can even go down to being for the future of world security. No matter what part, no matter how small, any contribution you are making, that is the essence of the thing, that you are definitely working in the right direction. It is a constructive job—a continuation, if you want to call it that, from where the soldiers, sailors and the airmen



left off. Many here have been just that, and in fact you are now making that continuation. I also feel that the work you are fulfilling is one of the greatest obligations to the comrades who did not return after the conflict of 1939 to 1945. Not that they or theirs are going to derive any direct benefit out of the wonderful programme designed to meet the needs of the veterans, but that the way of life which they did fight for in both great wars is being maintained, fostered, and we hope, improved. We weren't fortunate enough in having a geared up organization on the same scale as D. V. A. after World War I. We benefitted by the lessons of our fathers in that connection.

If you will permit me to say so in closing, something that has been so well said in a small verse, that sums up, to my mind, a thing that bothered a good many chaps for a while, and to some extent bothers people who are working toward this goal that I mentioned . . . to define accurately why we fought the last war and as a result of this the reason why we are devoting so much time and energy right now to rehabilitation. It is not an easy thing to do, but it has been so well said:

"Take these men as your example. Like them remember that prosperity can be only for the free, that freedom is the sure possession of those alone who have the courage to defend it."

This is why I say a continuation of where our soldiers and airmen left off is being provided by D. V. A. to assure the freedoms that our chaps fought for. I think that is the nearest I can come to describing the reasons why, the innermost reasons in the individual Canadian, as to why he went to war . . . to preserve freedom. All those in the rehabilitation field are making a very direct contribution to that very cause.

I said earlier that I feel that it must be a very real fillip to you, now, in the busy round of conferences and daily work of the last year. The first year of the peace has been so terrifically busy that one never gets a chance to settle back and analyse this question of the capacity of any man for the amount of work he does. The harder you work the more work you get and that is likely to be the lot of everyone working in rehabilitation work for some time to come, but I do want to put forward that thought, if I may, that it is a very distinct form of continuing service to Canada which is so vitally important at this time. Thank you.

(applause).

CHAIRMAN RICHARDSON called on Colonel Heasley to thank the speaker and the meeting adjourned until 9:00 a.m. Tuesday.

## TUESDAY MORNING SESSION

CHAIRMAN J. J. RICHARDSON: Called on General Matthews to address the meeting on **The Ontario Rehabilitation Committee.**

MAJOR GENERAL BRUCE MATTHEWS: This, the first in a series of six conferences to be held in the Province of Ontario provides me with my

first opportunity of expressing the thanks of the Ontario Rehabilitation Committee to the D. V. A. and to the various citizens' committees of the Province for making these conferences possible.

The tasks of veteran settlement are many and varied. Little opportunity seems to come one's way to meet the host of people who are giving so much in time and energy to this job. The voluntary committees working beside the expert staffs of the various D. V. A. districts represent co-operation in a real sense, and I welcome the occasion, as I must say it is most refreshing to hear of the progress that has been made in this first year of peace.

I think all will agree that the original conception of the requirements for efficient veteran settlement in Canada was arrived at after the greatest care and research. A plan was then presented which offered higher standards in nearly every respect than that provided by any other nation. Naturally, an operation of the magnitude of demobilizing our men and women from the Armed Forces could not be done without some faults appearing. But, by and large, they have been few. And the few have been for the most part overcome by the flexibility of the plan and by the goodwill of the officials operating the plan.

It is fair to say that we have complete confidence in the D. V. A. to carry to a successful conclusion the original plan. To assist them in this work, the D. V. A. requested the formation of voluntary committees and these were duly brought into existence throughout the country. These committees are composed of men and women who are anxious to do what they can to assure that our veterans are absorbed into their respective communities with the minimum amount of hardship and friction. They were asked to provide the human side which is not possible for a huge government department to provide in all cases. The result has been a happy and strong combination.

At the risk of repetition, I would like to tell you briefly some of the background and something of the future programme which the Ontario Committee hopes to achieve. Emerging from the original committee headed by Dr. George Langford of the University of Toronto, we are now a voluntary body of citizens selected to provide province wide coverage. We have the benefits of the service of Major Jack Richardson in the capacity of a permanent secretary made available to us by the Provincial Government. His wide experience in rehabilitation problems is a constant source of assistance to us. The Committee now consists of Lt. Colonel J. F. R. Akehurst, Kirkland Lake; J. W. Buckley, Toronto; Col. J. Innes Carling, London; Col. W. E. L. Coleman, Ottawa; Brig. J. H. S. Lind, St. Marys; Hon. Major (Rev.) Ray McCleary, Toronto; A. McIntyre, Dryden; Dr. Mary Salter, Toronto; S. A. Wookey, Schumacher, Ontario; Major J. J. Richardson and myself, and we are hoping to add to our members in the early Fall.

Direct access to the Provincial Government is provided by person to person liaison of the chairman and secretary to the Prime Minister and



also of the chairman and secretary to the Provincial Secretary. Possibly I should clarify the situation regarding the Ontario Bill which authorizes our existence. The committee continues to operate under Bill 35 "an Act to provide for the establishment of a committee to consider Social Security and the Rehabilitation of members of the forces and of civilians." For obvious reasons it will be appreciated that we are not in the Social Security business, nor do we deal with the problems of civilians. It is fully understood that we shall confine our efforts to the job of veteran settlement. Perhaps, at some later date, the other provisions of Bill 35 will be acted upon by a larger committee, but it's more likely that we shall seek an independent bill to authorize veteran rehabilitation work by the Ontario Rehabilitation Committee.

Naturally, our main concern is to assist in the task of helping men and women from the services back to civilian lines of endeavour and to help them into their respective communities. For the time being at least, we are not making a practice of dealing directly with individual veterans, though many do pass through the hands of our permanent secretary and office. We rather hope to assist the various citizens' committees in the province who have to face up to the hundred and one problems every day. We hope to serve these committees:

- (a) with advice only when asked for.
- (b) with interpretation of new provincial and federal legislation.
- (c) with a question and answer bureau.
- (d) with a quick entrée to government departments for information and decision.
- (e) to back up DVA campaigns and activities whenever possible.
- (f) to collect and correlate relative information and distribute same on occasion to Citizens' Committees.

To help us achieve these objectives, we have been given a completely independent status free to deal with any and every one; free from any governmental strings. We have been encouraged to consult with all political bodies in the province and to try to offer a co-ordinating service to the various agencies operating in the rehabilitation field within the Province.

For the moment, these are broad and general tasks. It may be that they will devolve into a more well-defined job as time goes by. Indeed, it would be much easier if we could now narrow our vision and concentrate the efforts of the Committee on one or two particular phases. However, after conversations with Major-General Burns, Director General of the D. V. A. and various officials of the Provincial Government, we have been encouraged to adhere to our original role to keep a broader view in mind and to remain flexible enough to deal with the diversified problems as they present themselves. Accordingly, the scope of the Committee is wide and is completely independent of any official guidance.

Of particular interest is the support lent to the Dominion Provincial Educational programme and the Vocational Training programme by Dr. George Langford's original Ontario Committee. The benefits of their energy and foresight are still being felt and are worthy of special mention. Assistance to the Dominion Government arranging conferences and meetings within the Province is an important function and has taken a considerable amount of time from our staff. Providing information to many independent groups, service clubs, veterans' organizations, church and school organizations who are working on problems of rehabilitation.

Last but not least, the providing of a cross-section of opinion to the various departments of the government and other agencies whose assistance we frequently solicit on behalf of veterans.

Our efforts toward the alleviation of the housing shortage were not impressive in result, but in that connection we are not alone. We have applied pressure on all quarters and made representations to the Federal and Provincial Governments. It is now evident that we must wait to see what success the centralized form of control exercised by Central Housing and Mortgage will have. It is to be hoped that they will be able to succeed where others have failed. I am of the opinion that the authorities now working on the housing problem are making real progress in both the operational and supply phases of new housing. If the present program does not work, we must then urge that some decentralization take place, that municipalities be given a degree of local control over the flow of materials to run hand in hand with their present authority to determine building priority. A review of cost to the veteran for a housing unit must be made. As, at the present time, the overall cost is almost prohibitive and is bound to result in a lot of financial hardship in years to come.

We are ready at any time to serve veterans through citizens' committees and to lend the weight of the committee to any good comprehensive scheme to hasten and insure a secure form of veteran settlement. We depend on citizens' committees and other similar groups to make use of our facilities. We welcome reports on activities in the various areas of the province. Briefs, copies of minutes, copies of resolutions, and so forth all go to help us build up our fund of knowledge and to pass on extracts to other communities where it might help.

I have been asked, and in fact have asked myself, "Does the Ontario Committee, in its present form, carry out a worthwhile function?" We cannot afford to waste the time of busy people and we are determined not to duplicate the efforts of any other group. D. V. A. have wonderful facilities to handle the requirements of the individual. N. E. S. will follow up the employment aspect. We want citizens' committees to follow them right into their communities, so I ask you to help us to help ourselves so that you, in turn, may give to the returning men and women of your community the help and confidence needed for the future.

(applause).



CHAIRMAN RICHARDSON: Thanked General Matthews and then called on Mr. Hawes, Director of Apprenticeship Board, Department of Labour, Province of Ontario.

## TRAINING IN DESIGNATED TRADES

MR. FRED J. HAWES: There has been an Apprenticeship Committee in the Ontario Department of Labour since 1928, the members of which are men of experience in the various trades. Employers, contractors and organized labour are equally represented. As this committee covered the designated trades which comprise the building industry the D. V. A. asked us to accept the responsibilities of placement and inspection, and general supervision of the interest and welfare of the discharged members of the Armed Forces who decided to take up the designated trades in the Building Industry as their life work.

Working in co-operation with the D. V. A. and C. V. T. our task to date has been very happy and successful. We have handled a great number of veterans. We are proud of the tuition they receive at trades school and the type of practical experienced instructors we obtained to give them instruction. Since taking over my duties helping veterans back to civvy street I have insisted that those who decide to learn a trade have every opportunity to learn that trade thoroughly and well. We don't say we can make a good mechanic in six months, but we do say that we give them sound teaching of the basic and fundamental knowledge that will enable them to acquire the skills, that only experience on the job can give, in the shortest possible time. After taking the course of training we give any man with the necessary ambition a chance to become an expert mechanic by the time he finishes his apprenticeship. It is our experience that the majority of ex-service men who enroll are co-operative, anxious to make headway, and have the ambition and determination necessary to achieve ultimate success.

Up to the end of June, 1946, 1,365 ex-members of the Armed Forces have graduated, been given two years apprenticeship credit and placed with employers under trainee contracts. At the beginning of July 2,044 others were still undergoing training in the construction and automotive trades. Out of a total of over 3,000 enrollments only 225 ceased training before they completed their course.

To assist ex-service personnel who had had previous training either prior to enlistment or while in the services trained mechanics were authorised throughout the province to evaluate the knowledge these men had acquired and they placed 285 in the building trades alone without taking a C. V. T. course.

In the Motor Vehicle Repair School 785 started training, 298 completed the course, 86 ceased training and 401 are still under training. After evaluation we placed another 684 in the trades. There have been failures and dissatisfied students but the percentage of the total is so small as to be negligible.

I want to go on record as saying that we have received the sincere co-operation of the Trade Unions. Often they have waived their rights and set aside their established systems and quotas in order to enable ex-service men to obtain training and employment under the most favourable conditions.

Speaking of the building trades the shortage of materials has prevented the post-war programme to proceed as was expected but all graduates from our schools have been absorbed up to the present. How long this happy condition will last depends entirely on the speed with which building materials are made available. The same applies to the motor vehicle repairs and barbering and hairdressing schools. On behalf of the Minister, The Honourable Charles Daley I wish to thank all those who by their efforts and co-operation enabled those who inaugurated the C. V. T. system of training to realize their expectations. I will be pleased to answer any questions.

CHAIRMAN RICHARDSON: Thank you Mr. Hawes. Are there any questions?

MR. G. A. L. GIBSON: When the evaluators referred to by Mr. Hawes assess an ex-service man's knowledge and skill in a trade, do they take full advantage of the books sent by the Services to employers of labour setting forth how service training and experience would qualify for civilian employment?

MR. HAWES: We don't. Our method is to appoint highly trained and experienced ex-service men as our evaluators and then leave them absolutely free to tell us what he thinks the man's past experience is worth in terms of apprenticeship.

MR. P. S. PRINGLE, (London): The system works perfectly in our district. I have never heard any complaints. The evaluators being ex-service men lean backwards where veterans are concerned. There is one point on which I seek information. The law states only one apprentice is allowed for each five journeymen employed. Is there any possibility of that requirement being amended?

MR. HAWES: That is a pre-war regulation which hardly applies today. There has been quite a lot of latitude allowed without amendment. We do, however, insist that the number of apprentices allowed any employer is not in excess of the training facilities available. It is important that no employer has more apprentices than can be trained efficiently.

### VETERAN LAND ACT

MR. E. B. REID TAKES THE CHAIR: Mr. Parkinson will introduce the discussion on the Veterans Land Act.

MR. G. C. PARKINSON: Under Mr. B. E. Foyston the Reginal Supervisor, looks after V.L.A. in Oxford, Middlesex, Elgin and Lambton counties. He thanked the Citizens' Committees and particularly Mr. Duncan Campbell of Sarnia for their co-operation and help.



He said contrary to the remarks made yesterday the V. L. A. officials did value the help the Citizens' Committees were able and willing to give. Citizens Committees can help avert delays if they will see that those acting for the vendors comply with the instructions as laid down in the act. He told the delegates that up to the present time 1,700 had been handled in the four counties. In the London District 28 V. L. A. homes were ready and would be allotted July 15th. He asked delegates with problems to write or call personally. He asked the delegates if they had any questions and told them Mr. Chas. Nixon, District Superintendent would be glad to reply.

COLONEL R. M. CROW, (Stratford) : Supposing an application has been made to have a property appraised when and how should the local Citizens' Committee be advised that the said property has been inspected and appraised?

MR. NIXON: We do not notify the Committees when an appraisal is to be made but if requested to do so that could be arranged. I would like to point out, however, that the applicant must select or build his own home.

MR. JAS. BROWN, (Windsor) : Does the Government insure a veteran as soon as he moves in?

MR. NIXON: I think you refer to the two houses which were demolished in the wind storm. One had \$4,500 wind insurance the other had none. The director tells me he is sure he will receive authority to wipe out the indebtedness and rebuild the house.

MR. JAS. BROWN: We have been trying to get that answer for two weeks.

MR. NIXON: Did you write the District Office?

MR. BROWN: I think we did. It would be most unfair if the man had to pay for that home.

MR. NIXON: There was no thought of that at any time. The tornado which destroyed that home was an Act of God.

CHAIRMAN REID: It is a fact V. L. A. built homes are all covered by fire insurance?

MR. NIXON: They are until the veteran takes over. He is then advised he must take over the insurance and we see he does. Regarding homes built by the veterans themselves or homes the veterans buy ready built, it is up to him to cover the risk.

MR. JAS. BROWN: Don't you think the importance of carrying insurance should be driven home?

MR. NIXON: That is one thing we insist on. It is part of our contract. The Director usually holds a 90% interest in the property. The veteran 10%. We insist he carries the necessary insurance or there is no contract.

MR. JAS. BROWN: I can give seven cases in which the veterans carry no insurance as yet.

MR. NIXON: They may have taken over the old insurance.

MR. G. WILLIAMS: Isn't it compulsory under the Act to carry insurance?

MR. NIXON: Yes.

CHAIRMAN REID: Quite probably they don't carry wind insurance.

MR. NIXON: We don't put on Wind Insurance.

MR. JAS. BROWN: What I am trying to establish is that the insurance should be seen to before the veteran goes into the home according to the requirements of the Act.

At this point a lengthy discussion arose between Mr. W. R. Tomlinson and Mr. Nixon in which Mr. Tomlinson accused the Regional Office of the V.L.A. in Guelph of:

- (a) Taking an unreasonably long time to complete applications from Veterans who wished to benefit under the full time farming provisions of the V. L. A.
- (b) Discourtesy & failing to reply to correspondence.
- (c) A continuance of a policy of indifference and inefficiency even after the matter had been reported to Ottawa.

MR. NIXON replied that it was the duty of those administering the V. L. A. to make certain that those applications they approved came from men who were fully qualified and definitely decided to go on the land for the rest of their lives. He pointed out that over 15,000 applications had been received in that part of the province West of Hastings County and that a big backlog had developed because it was impossible to inspect and appraise farms while there was snow and frost still in the ground, and the department did not have a sufficient number of qualified appraisers to clean up the winters backlog of applications the first few weeks in Spring. Mr. Nixon promised to investigate any complaints of maladministration where specific charges were made and details given.

MR. JOHN R. BUTLER, (Clinton): Expressed the opinion that if the V. L. A. administration did want to avail themselves of the help and co-operation of the Citizens' Committees, as stated by Mr. Parkinson in his introductory remarks, it would be better if those in authority instructed their subordinates to call on the local Citizens' Committees and make themselves known rather than sit around in the local hotel.

MR. NIXON: Give me specific cases and details and I will take care of them. I would like the delegates to look at this map. To speed up appraisals and the completion of applications the province has been divided into two sections. I am in charge of that area west of Hastings. Ottawa handles all east including the western parts of Quebec. It has been stated few appraisals applications have been made and closed in Bruce. Each place marked blue is a farm bought and paid for.



MR. FORBES: I suppose one might expect the Regional Supervisor to answer his mail. I wrote four letters and received no reply.

MR. NIXON: Give me particulars and I will investigate. We have inspectors visiting all regional offices to ensure efficiency and they pull no punches if there is just cause for complaint.

MR. TOMLINSON: The point I am trying to make is this. Our farms are rapidly becoming vacant because older farmers are retiring or dying. We have plenty of young able veterans willing to go on the land but they become discouraged because of the long delays and unnecessary red tape and instead of becoming farmers they take casual labouring work.

MR. NIXON: In my area alone we have received 175,000 enquiries and between 16,000 and 20,000 applications. We are spending the Government's money. We are doing the best we can under the abnormal conditions. The regional Advisory Board must be reasonably certain before they approve an application, that the veteran is serious in his desire to make farming his life's work. Only recently we had a man purchase a good \$8,000 farm and within a month asked for his money back because he had decided to join the permanent Air Force. We must guard against such cases becoming common.

QUESTION: When is a man taking up full time farming entitled to start drawing "Awaiting Returns Benefits?"

MAJOR BROWN: Technically not until the V.L.A. has advised that he is eligible but in many cases where a man has started operations in good faith and is simply waiting until the details involved in the transaction have been completed we have started to pay the Awaiting Returns benefits before the official notification has come through.

MR. TURNBULL, (Stratford): If a veteran signs an agreement with contractor to build a home under the V. L. A. is there any definite proceedings that can be taken if the contractor does not proceed, but takes on other work for a man not a veteran?

MR. D. A. PRIESTLY: It seems unlikely a builder would sign a contract if he didn't have the materials. Given all details we would investigate the matter.

## HOUSING PROBLEMS

CHAIRMAN REID: Mr. Taylor of the Central Housing and Mortgage Corporation will speak to us now. I expect delegates may ask why bowling alleys, theatres, etc., are being built when the shortage of houses is so great. I would like to remind delegates that the Control of building permits belongs to your own municipal authorities and is a matter over which Mr. Taylor has no jurisdiction.

MR. A. B. TAYLOR: The National Housing Act of 1936 was passed to assist the man with a small income to build a home and thus provide employment for men in the building trades. The Act was revised in 1944

when the housing problems became acute and provided for the Central Housing and Mortgage Corporation which has a three-fold purpose. First to administer the revised National Housing Act of 1944, second to provide a medium for the lending institutions for the discounting of mortgages, and third to administer Emergency Shelter.

We stand behind the lending institutions and provide additional money in the way of mortgage loan. The sum of 90% aggregate is loaned to the first \$2,000; 70% on the second \$2,000; and 70% over that. A property with a lending value of \$5,000 can secure a mortgage up to \$4,300.00.

Our organization is divided up into five regions; British Columbia, Western Provinces, Ontario, Quebec and the Maritimes. Ontario's regional office is in Toronto and there are four district offices in London, Hamilton, Toronto and Ottawa. Most of the large insurance, mortgage, and trust companies are now taking advantage of our administration.

The Veteran who wishes to build his own home can secure from our offices sketches and designs of various types of homes of which we have prepared plans, available for \$10.00. Having decided on the type of home he must then contact the builder or contractor. We provide a set of specifications which the contractor must fill out and then the veteran makes application to a lending institution, which appraises the property and forwards all details to our office. We re-check and re-appraise it carefully and advise the lending institution of the amount of the mortgage the property will carry. If everything is satisfactory, we can then proceed with the building.

One other plan is our Home Extension Loans. In this case money is advanced for extending single dwellings and multiple units. This financing is mostly done by the chartered banks and lending institutions. The amounts borrowed run from three to five years.

Veterans receive a priority on materials when his house is 75% erected. We have recently instituted an integrated housing plan to benefit contractors who are building a number of homes. He is given a priority of materials. In exchange for this privilege we set the maximum sale price and stipulate veterans must have the right to purchase them in the first instance. If in one year the contractor is unable to sell to the veteran we will repurchase the property at our lending value. If during the course of the year the builder has been unable to contact a veteran purchaser after advertising for a minimum of two months, then he may sell to any available purchaser within the price range set by the Corporation. In ordinary building operations we hold back 25% until completion but to contractors building for veterans we make no such hold back.

CHAIRMAN REID: Thank you Mr. Taylor. Mr. Ivey of the London Citizens' Committee and Mr. Heaman ex-Mayor of London will lead off the discussion.



COL. W. J. HEAMAN: During the war years I became very conversant with the housing situation and I know the present Mayor has satisfied himself by personal investigation that the housing problem here is very serious. During the war service men when moved from place to place took their families with them if there was a possibility of finding accommodation. In 1944 conditions became critical and we made application for fifty wartime houses. They were completed in 1945. We then made application for fifty more, which were also completed in 1945. Since then we have built fifty more and they will be ready shortly. We have 615 applications for the fifty houses now nearing completion. The Council has asked for fifty more to be built. In addition thirty-one prefabricated houses have been purchased through Wartime Housing.

In 1945 the Citizens' Committee made a survey. We found 900 homes were needed. We first made an effort to fill all vacant or partly occupied homes. We succeeded in occupying one home in our residential district which had been vacant for fifteen years. The owner lived in Ann Harbor and had refused to sell or rent. The London Life placed a two story building at our disposal which we altered to provide accommodation for four families. As soon as the integrated housing plan was put into effect we sold lots to builders for \$50.00. Two contractors took advantage of this offer and are now building one hundred homes which will sell from \$4,000 to \$6,000. Veterans got first choice. One contractor is annoyed because he cannot obtain materials fast enough. We had four evictions last year. One veteran arrived home to find his family and their furniture on the street. We took over the Trafalgar School Hut and turned it into apartments to house those families. The Council has taken over a hut on the Fair grounds and are preparing seventeen apartments to care for families facing eviction at the present time. Housing Enterprises Limited have contracted to build 185 homes in the north end of the city. Some may be ready this year.

In spite of all we have done I am satisfied that there are over 3,000 families need homes. We need materials, mechanics, and everything that goes into making individual homes. If there is a remedy I can't supply the answer.

The contractors complain they can't obtain gypsum or nails. Is there anything we can do to relieve that shortage?

CHAIRMAN REID: I will now call on Mr. Ivey.

MR. CHARLES IVEY: I would like to know if Mr. Taylor has had any difficulty interesting contractors to build under the integrated housing plan because of shortage of materials or price limitation?

MR. TAYLOR: Speaking only for the Hamilton area I would say No. We have eight integrated projects under way building from thirty to fifty houses each started last fall and have eight completed.

MR. IVEY: I believe here in Ontario at least 50% of all house construction under group projects has been A. P. H. and the contracts have gone to

between twenty and thirty large concerns. That leaves the remaining builders short of materials. Under this system some contractors are extremely busy while others are doing nothing at all. It produces an unbalanced state of affairs.

I don't blame contractors wanting to see all materials on the job before they start. That is necessary under their methods of operating but we have seen projects for a hundred houses taking over a year and a half to finish while we know that in integrated projects six to ten units were completed in from six to nine months.

Will Mr. Taylor please explain what A. P. H. stands for.

Approved Priority Housing.

MR. TAYLOR: The trouble is that the integrated housing project isn't yet well enough known to smaller contractors. Just recently approval has been given to contractors to build from two to sixteen houses.

MR. IVEY: Have these smaller contractors been able to conform to the price limitations and overcome the shortage of materials?

MR. TAYLOR: In Hamilton, yes.

MR. IVEY: How does the price of a house built under the integrated plan compare with similar V. L. A. homes?

MR. TAYLOR: Some have been sold for \$4,600.

CHAIRMAN REID: In Ottawa a contractor wanted \$7,200 to build two 15,000 cubic foot bungalow type homes, without garage. The meeting is now open for general discussion.

MR. FRASER: What does a wartime housing home consist of? What is it made of? How does it sit? I have heard them described as a woodbox on four feet.

COLONEL HEAMAN: That description is absolutely wrong. After lunch we will inspect some Wartime Houses.

MR. FRASER: What is the cost of these houses? Have they basements?

MR. TAYLOR: During the war emergency shelter houses were built. Now more permanent houses are being built. I don't think they are now building homes without basements.

COLONEL HEAMAN: Oh yes they are.

MR. TAYLOR: I didn't know they were, However, I would suggest that in any community a contractor should interest himself in the integrated plan if there is a demand for houses and secure his priorities through the N. R. H. A.

MR. TOMLINSON: How many must a contractor build?

MR. TAYLOR: A minimum of ten—in smaller communities five may be considered.



COLONEL HEAMAN: Integrated houses are for sale. Wartime houses are for rent

MR. FRASER: Our local contractor went to Toronto to try and purchase materials. Laidlaw Lumber Co. told him the shortage of lumber was due to the fact that 65% of the cut was being exported, leaving only 35% for home use. Aikenhead Hardware claimed they couldn't supply nails because Wartime Housing had them cornered. Aikenheads claimed Wartime Housing had tons upon tons of nails stored in a building near their store. If that is true something should be done about it.

MR. TAYLOR: No doubt, they keep a reasonable supply on hand but I doubt if they have stored tons and tons.

CHAIRMAN REID: Recently the government sent out one hundred thousand cards to a select list of veterans who had applied to housing registries throughout the Dominion trying to find out exactly how they were affected by the present housing shortage. Only twelve thousand replied and only six thousand claimed they were in necessitous circumstances as far as housing is concerned. We know this is not the true picture. This discussion has emphasized the fact that the Citizens' Committees could perform a useful service by first making a careful survey and estimating the exact need for homes in their community and secondly by informing their local contractors how to obtain the priorities offered under the Integrated House building plan. If copies of their surveys and estimated housing requirements were sent in to the Government it would provide factual data upon which they could formulate policy and determine what action is necessary.

MR. TOMLINSON: Our local contractors cannot obtain building materials and yet every day we see truck load after truck load of building materials passing along our main streets on the way to build summer cottages. If we ask the drivers where they obtained the materials they refuse to answer. I would like to know where those materials come from. Our contractors also claim that Wartime Housing has everything required for the building trade tied up. I think sufficient building materials should be released and allotted to the smaller communities to relieve their housing problems.

COLONEL HEAMAN: That is a different story to what one lumber dealer told me on Saturday. He claimed his business for the first six months in 1946 was double what it was in 1945.

MR. FRASER: Is 65% of our present cut of lumber allocated for export?

MR. IVEY: I wouldn't doubt there is some truth in that. After all Canada must depend on her export trade for prosperity. We must also remember we are trying to meet a tremendous demand which results from the fact that for fifteen years prior to the war we had only built from two to fifteen thousand new homes each year. This year over seventy thousand new units are under construction. The backlog built up over twenty years is so tremendous it just can't be cleared away in one or two years.

CHAIRMAN REID: I think Mr. Ivey has hit the nail on the head. I don't wish to be held responsible for this statement but I have just been informed that only 20% of available building materials are tied up under A. P. H. Wartime & Integrated Housing projects, 80% is available on the open market.

MR. IVEY: I have figures to prove the percentage of materials tied up in group housing projects is nearer 50%

CHAIRMAN REID: Neither Mr. Taylor or I are in a position to dispute that. Even if 45% is the correct figure it is going into homes being built for veterans and that is our greatest need at present.

MR. WHALEY: Wartime Housing provides low rent homes for veterans who cannot afford to build or buy. It is helping solve a very real problem.

MR. FRASER: I think it poor policy to permit homes without basements to be built in any community regardless of the category of man who wishes to build one.

MR. WHALEY: That is a matter of opinion. Many modern homes are being designed without basements.

CHAIRMAN REID: The session will now adjourn so that those who wish to accept Colonel Heaman's invitation to visit some of London's Wartime Housing may do so.

## TUESDAY AFTERNOON SESSION

CHAIRMAN REID: Mr. J. E. Smith will speak on "HOW COMMITTEES MAY ASSIST IN TRAINING." The point I wish to emphasize in this guidance from the communities will enable those responsible to estimate more accurately the numbers of veterans to be trained in various skills so that their particular vocation will not be overcrowded in normal times.

## TRAINING VETERANS FOR REHABILITATION

MR. J. E. SMITH: The purpose of all training in the rehabilitation programme is to assist the veteran to prepare himself for a suitable permanent position in civilian life which he could reasonably have been expected to attain if his career had not been interrupted by service. A suitable position is one which considered from an economic and social angle is best adapted to the needs, abilities and characteristics of the individual concerned.

Assistance is given only to those willing to help themselves. The vast sums of money being spent on University training are calculated to provide Canada with the scientists, professional men, and leaders in business, which will be the country's greatest asset in the future.

The demand for graduates from the C. V. T. schools referred to by Mr. Hale demonstrates the high standard of instructions being provided.



Of 1,300 veterans undertaking University training in "F" district only 32 failed outright in the examinations this year. A number were awarded supplementals which must be tried in August. There has definitely been no lowering of standards.

Veterans must secure a pass mark in all but one supplemental examination before they are eligible to have training allowances continued. Veterans at University have achieved a remarkable degree of success and have won a large proportion of scholarships and other awards. Mr. Porter, Registrar at O.A.C. stated the results of the Christmas examinations were the best he had presented for twenty-five years.

In September there will be a large increase in the number of Veterans attending college. The University of Western Ontario has rushed the new science building to completion, O. A. C. has erected a temporary science building, Assumption and Waterloo Colleges both plan extensions. Western has erected 24 housing units to accommodate two families each.

In spite of all that is being done University authorities say there will be a definite lack of accommodation for married men who wish to have their families with them. I would ask the Citizens' Committees in University towns to try their utmost to solve this problem. Each college is assisting to obtain summer employment for veterans. Citizens' Committees can help materially in this direction also.

The D. V. A. endeavours to provide a complete counselling service but Citizens' Committees could contribute valuable assistance if they formed a panel of experts in the various professions and trades to which D. V. A. counsellors could refer prospective trainees for further advice if necessary. Mr. Pringle mentioned the difficulty of disuading applicants obviously unsuited for University training. Advice from experts appointed by the local committees might help in persuading a veteran to accept more suitable training. Likewise the advantage of taking training on the job can be pointed out to those who do not wish to learn a designated trade. Members of local committees who know of openings where training on the job may be given should report them to N. E. S. from which they will be channelled to C. V. T. district offices. Mr. Hawes will appreciate hearing of openings where indentured apprentices may be placed. Openings should be reported to N. E. S. which will inform the Ontario Apprenticeship Board.

Mr. W. T. McHugh is responsible for all of district "F" except St. Thomas and Port Stanley. Mr. J. T. Pickering looks after the remainder of the district including Windsor.

They will undoubtedly visit the local Citizens' Committees in their districts and solicit your co-operation. Every town in Western Ontario is visited at least every three weeks, many once a week, by travelling interviewers and counsellors. Your efforts in publicizing these visits would be appreciated. Veterans should be encouraged to avail themselves of these facilities but should they prefer to come to London or Windsor travel

warrants can be issued providing full particulars regarding name, address, regimental number and railway or bus company are given. It is felt there are many ex-service men could benefit by training who have not yet applied. Some are drawing out of work allowances. Others are employed at jobs which considered from a long-term average can hardly prove very satisfactory. Whenever veterans seek advice regarding using their re-establishment credits be sure you are acting in their best interests when you recommend its use. If you feel he should take training, please don't fail to emphasize that fact.

Vocational Training may be applied for within twelve months of discharge or the cessation of hostilities which has not yet been announced. It is important they should apply as soon as possible because some school near their homes may close when the demand for training diminishes.

Application for University training is limited to 15 months after discharge except for those receiving treatment under D. V. A. In this district 1,300 are enrolled at University, 907 are taking University preparatory classes in tutorial schools and 2390 are taking C. V. T.

At the end of April approximately 60,000 veterans were enrolled in Canada for training and this number is expected to increase in September. Local Citizens' Committees have a very important duty to perform regarding giving advice to veterans regarding training. It is hoped the co-operation given during the past year will continue.

CHAIRMAN REID: Mr. McWilliams principal of W. H. Beal Technical School will lead off the discussion.

MR. W. W. McWILLIAMS: Early in 1941 I was appointed Educational advisor to D.V.A., later I was appointed to supervise the local C.V.T., for over two years I did this work in addition to running the school. I consider the present set up and system of C. V. T. the best it was possible to devise. Committee members should not fail to visit the schools at Toronto, Hamilton, or London in order to better inform themselves on the standard of instruction and training given. I feel that the cream of our armed forces are undergoing training now and that it will be a few years before the problem ceases, the men who for some real or supposed reason cannot hold a job, will challenge our attention. When this happens Citizens' Committees will have more work to do. Their job is not ended. Citizens' Committees will render the men and the communities a great service by their influence, intimate knowledge, and advice, they can make useful citizens out of misfits by suggesting special training or jobs which will enable them to live useful lives. I would regret to see the Citizens' Committees cease to function actively.

CHAIRMAN REID: The meeting is open for discussion.

MR. J. C. DALE, (Harriston): Are the facilities of C. V. T. open to N. R. M. A. the same as general service men?

MR. SMITH: Yes, provided they were honourable discharged.



CHAIRMAN REID: I think the local panel of expert advisors a splendid idea. If you local citizens give a man all the sound advice and counsel possible and then he decides to go his own way and ends up in disaster—that is his own funeral. We can only advise we cannot dictate.

Regarding the "Problem Cases." They will undoubtedly attract more attention when the preponderance of good men are settled permanently and doing good jobs. We will forget them and see only those who cannot hold or obtain a steady position. In view of this fact the department has organized a Social Service Directorate to act as liaison with established local social service agencies. The government is prepared to work in co-operation with existing organizations and help solve problem cases as they develop. I will call on Mr. Mackenzie to introduce the subject.

### "PERSONAL SERVICES"

MR. K. A. MACKENZIE: We feel that about 10% of the total ex-service personnel may develop into difficult problem cases. The Social Service division of D. V. A. will not duplicate existing agencies. There are and will be problem cases amongst ex-service men and women who cannot be referred to local social agencies. In the London district we have Mr. Donaldson and in Windsor Mr. Shickland act as Veterans Welfare officers. In head office there is Mr. McMahon and myself. If Citizens' Committees bring a case to our attention it is our duty to satisfy ourselves regarding all facts and circumstances and then refer that case to the correct agency. The Family Service Bureau, The Red Cross, the Legion, the Knights of Columbus, etc.

We refer to problem or difficult cases now as "special cases" for obvious reasons. We have a board consisting of Major Brown, Mr. McKay, the Secretary and representatives from the Family Service Bureau and Canadian Legion. Our own Medical representative and psychiatrist from Westminster. The whole board do not sit on every case. The Chairman decides who are most suitable.

We have a wide variety of problems. The Navy and Air Force help with their Benevolent Fund. The Army has money left over from the First War but they haven't created their new fund and it is difficult to obtain financial assistance from the old fund.

The Red Cross have helped in many cases. Colonel Shantz one of the ablest of our chairmen might say a few words.

CHAIRMAN REID: Colonel Shantz of Preston will say a few words.

COLONEL SHANTZ: We had nearly four hundred interviews last month but we solved most problems without too much trouble, including that of a deserted British war bride whose husband had deserted her and her children and gone to Vancouver. We got her a divorce and sent her and her children back to England. We receive great co-operation from our local agencies and service clubs.

In our community, regarding training, we interview and counsel our local veterans first before we refer them to the travelling counsellors. We find them a job and promise to keep it open until they have trained to fill it satisfactorily. Over 80% of the men who leave the community to take training or courses naturally come back to us. We have no employment problem. I could place fifty more veterans if I had them. Housing is our greatest problem. Wartime housing are building 85 homes which will rent from \$22 to \$27 and \$30 per month. That is not very high in an industrial centre but it would be high in a place like Bruce county where eight room houses normally rent for \$12 to \$15 a month.

CHAIRMAN REID: Called on Mr. Pryde.

MR. THOMAS PRYDE: We have no serious social problems but I would like to speak on the housing problems which if left unsolved may cause social and domestic troubles to develop. I suggest that the Citizens' Committees take definite and aggressive action to persuade couples who live in large homes to convert those large homes into two or more apartments, the materials required for alterations would be far less than for new construction and the apartments should rent for less than detached houses and be more economical regarding fuel. Just putting an ad in the paper or making an announcement over the air won't accomplish anything. A personal canvas by people respected in the community will be necessary to obtain results.

I also feel local Committees should make themselves familiar with the Naval and Air Force Benevolent Funds. They can be used to good purpose in relieving distress amongst deserving ex-members of those services.

I feel we must always impress on our veterans that they are good substantial citizens, men who can be relied upon to stand on their own feet and make their way in the world. They shouldn't be treated as men who need wet nurses or guardians to keep them out of trouble.

CHAIRMAN REID: Mr. Pryde has expressed a very important point, that it is one of the duties of the Citizens' Committee to make the veteran feel self-confident and realize that the benefits and privileges bestowed upon him by a grateful people carry with them the full responsibilities of citizenship. Flight Lieutenant O'Gorman will tell us about the Air Force Benevolent Fund.

### BENEVOLENT FUNDS

F/L O'GORMAN: Our Benevolent Fund is a very considerable amount of money built up from the profits from canteens and contributions from individual Air Force personnel. Ex-members of the R. C. A. F. are entitled to draw on this fund in any emergency which requires financial assistance to solve. We have no definite means test, there is no fixed limit regarding the amount that may be given each individual case. Each application is dealt with according to its individual merits. Volunteer trustees are in most of the larger centres of population except Toronto where there is a



paid official. He has cash on hand available to meet an emergency and can guarantee doctors fees for emergency operations. If you have any ex-Air Force personnel in your locality in needy circumstances and worthy of assistance we want to hear about it. We promise quick and definite action. Only recently we heard indirectly of an ex-airman whose wife was suffering from Rheumatic fever in a hospital in Buffalo. It was costing the husband \$26.00 a day for doctors' fees and hospital treatment. That was as much as he earned in a week. He had two children. Unfortunately his wife died eventually. We were pleased to have that case brought to our attention because we were able to relieve the bereaved husband of financial worries to the extent of \$1,000.

F/L O'Gorman gave the delegates a list of representatives in Ontario. The head office address is R. C. A. F. Benevolent Fund, 174 Spadina Avenue, Toronto. Citizens' Committees or individual ex-Air Force personnel applying to head office will be put in touch with the nearest local trustee.

CHAIRMAN REID: Lieut. Hare will now explain the Navy's Fund.

LIEUT. HARE: Our Fund is similar to the Air Force Fund but because we were numerically a much smaller branch of the Armed Forces it only amounts to about half a million. I am not suggesting the Air Force is overly lavish with their money but because of the limited size of our fund all applications are very completely investigated and unless the case is very apparently most deserving some difficulty will be experienced obtaining grants. The quickest way to obtain results is to carefully screen and investigate all circumstances regarding applications before submitting them for consideration. I have done this and experienced little difficulty in helping really deserving cases. I think if local Citizens' Committees will follow that procedure help will be forthcoming when required. While application forms are available at all Naval Divisions across Canada, I think perhaps the most satisfactory way to submit an application would be to the Canadian Naval Service Benevolent Fund, Naval Service Headquarters, Ottawa. At the moment they are dealing with about fifty applications each week. The Naval Fund seldom deal with problems other than financial.

COLONEL HARRIS: We have discussed problem cases and various agencies and funds available to render assistance. I want to emphasize the fact that ex-service personnel who are problem cases are rarely victims of their service careers. Their trouble usually began before their enlistment, they would have developed into problem cases had they never enlisted. This being a fact, the solution of their problems is a community responsibility and not the Government's. The Department set up by D. V. A., the Naval and Air Force Funds do not accept responsibility for those cases they only try to help and assist the communities to solve their problems.

## CASUALTY REHABILITATION

CHAIRMAN REID: Mr. Haylett, District Supervisor of Casualty Rehabilitation, will speak on the subject of Casualty Rehabilitation.

MR. D. A. HAYLETT: At present over 2,100 cases which will need special services and selective placement in industry are listed. To take care of the work we now have a sufficient staff of qualified Casualty Rehabilitation Officers. Most of you will have met these men working in your localities and will have formed your own opinions regarding the efficiency of the Service rendered.

Many of the 2,100 men and women who will require special placement are still in hospital or other institutions in order to reduce their disabilities to an absolute minimum before they are discharged and have to seek employment. We consider the prospect of future economic security the most important feature in rehabilitating these disability or handicapped veterans. Many still think that a disabled man cannot take his place in competitive industry. Nothing is further from the truth. Our experience proves most physically disabled veterans can play their full part in the economic and social life of their communities in a way that will bring advantage to the veterans, themselves, their employers, the communities and the Dominion.

Our policy is to first overcome in the minds of the general public and the employers of labour any prejudice or charitable attitude that may exist and then prove the economic advantages of placing these casualty cases in jobs or positions for which they are properly suited and which offer them future economic security. Our big task is to interest employers to create or open up jobs to permit reaching our goal. Citizens Committees can help us in this respect by persuading employers that most casualty cases once they are suitably and happily placed prove more productive and lose less time due to absenteeism, injuries and illness than those who are physically fit.

Certain "taken for granted" approaches to placing casualty cases in employment have been discarded, say jobs such as elevator operators, night watchman, gate guards, etc. They may suit some but not many. We must first consider the ability and qualifications of the individual case. The better and higher the position the man is able to fill the less handicap his physical disabilities will prove to be. About the only class of work casualty cases cannot perform efficient is unskilled labouring.

To sum up the responsibility of the Casualty Section, is to insure that no disabled veteran suffers any preventable economic disadvantages to this end members of the Citizens' Committee can assist greatly by reporting cases which may be brought to their attention where disabled veterans have not been receiving the utmost consideration and service. We appreciate the splendid co-operation received from many of the Committees to date.

CHAIRMAN REID: I would point out that in 25,000 casualty cases listed throughout the Dominion only about 2,000 are amputees or men with visible physical disabilities. The others, the great majority include epileptics, heart and chest cases; all need intelligent consideration if their placement is to be 100% effective. Are there any questions?



MR. WHALEY: What is being done to make known to the general public the facts told to us?

MR. HAYLETT: We have addressed fifty-two service clubs in this district in addition to the Foreman's Club, Personnel Management Associations, Board of Trade, etc. We prove our claims by showing the film "The Third Freedom" which shows disabled and rehabilitated veterans at their daily tasks.

CHAIRMAN REID: In Toronto sixteen physically handicapped veterans put on a "Back to Work" exhibition in the Royal York. They included double amps, paraplegics, etc., who used the machines they operate in their daily work to demonstrate their ability and efficiency. Soon we will start a newspaper campaign. The film "The Third Freedom" will be screened this afternoon if there is time. At this point Colonel Harris was asked to take the Chair.

COLONEL HARRIS: I would like to revert for one moment to the question of "Awaiting Returns" asked yesterday. The old regulations have not been changed. A man is entitled to apply for Awaiting Returns Benefit No. 3 within twelve months of his discharge or the termination of hostilities. As no date has been officially announced regarding the termination of hostilities all veterans are still eligible.

There is some provision for extending the time but it is not a broad provision extended through the years. There is no limitation to a person established on a farm or in commercial fishing under the V. L. A. That provision does not apply to veterans starting any other type of business. Veterans who required hospital treatment after discharge are allowed twelve months in which to apply following their discharge from hospital. Veterans who have been prevented from starting their businesses by reason of licensing or rationing laws or because of scarcity of materials, commodities or equipment are also given extensions equal to the time caused by such delays. There are no provisions for a wide open unlimited time during which veterans may apply.

## PENSIONS ADVOCATE

MR. P. R. POTTER, Pensions Advocate: In May 1940, the Insurance Principle was removed from the pensions act and sub-section 3 of Section II was substituted to permit the Pensions Board to grant pensions to seriously disabled men on compassionate grounds. On June 1st, 1946, P.C. 2077 was made effective putting the insurance principle back in force and some 16,000 cases which had been refused pension on the grounds that they had only seen service in Canada or were only suffering aggravation of pre-enlistment conditions are now being reviewed. We have 1,500 cases in this district. I ask you to advise veterans who will benefit by the change to be patient because the amount of work involved is tremendous. Should any men need medical or hospital treatment, however, they should report to their nearest Medical Officer.

**COLONEL HARRIS:** In August the new Health and Occupational Centre will be opened in Westminster Hospital and it is proposed to invite Civic Officials and representatives of the Citizens' Committees in Western Ontario to attend and inspect the new large establishment, it will have one hundred and ninety-six patients and Dr. Guyott will be in charge. Dr. Rogers of Westminster Hospital will now introduce the subject of D. V. A. Treatment policy and facilities.

## **MEDICAL TREATMENT POLICY AND FACILITIES**

**DR. S. O. ROGERS:** Treatment is the first step in the rehabilitation of any man whose normal career has been interrupted by physical injury, ill health, or mental instability. The policy of the Department is to continue treatment when necessary until everything possible has been done to reduce every veterans handicaps to the absolute minimum. The Department has provided all the facilities and equipment modern science has invented and the heads of the Medical teaching staff of our Universities are supervising the treatment services in our D. V. A. hospitals and special clinics.

## **DOCTOR OF CHOICE REGULATION**

Recently regulations have been amended and veterans may now apply to be treated, for any condition for which the department is responsible, to any duly licensed medical practitioner in good standing in the district in which they reside. All doctors of whom the Department has record have been circularized and given instructions regarding the new regulations and procedure as to treatment classifications. Some of the more important rules governing "Doctor of Choice Policy" are as follows:

(1) The department cannot promise to accept responsibility for treatment expenses which an ex-member of the Forces may incur privately and without previous authority from the District Departmental Medical Officer.

All cases coming to the attention of private physicians should be reported by mail immediately, giving full identification particulars, Service, and a clinical report, including any recommendation by the physician, to the district office.

(2) With regard to various treatment classifications, differentiation is made between disabilities attributable, to service and those which are not attributable. It should be remembered that in some cases treatment only may be authorized while in others treatment and cash hospital and treatment allowances may be paid while the patient is physically incapacitated for work.

There are twelve different classifications and it is essential that the patient and the attending physician know as soon as possible to which classification he belongs.



In Western Ontario there are over 2,000 veterans on treatment and allowance strength, 1,300 in Westminster and the remainder in outside contact hospitals and Provincial T.B. sanatoria. Another 400 are on Out Patient Hospital strength drawing treatment allowances. Weekly Out-Patient occasional examinations not on T & A number 3,000.

The London Military Hospital at Crumlin is being taken over in July as an annex to Westminster Hospital which is one of the largest and finest in the Dominion.

### HEALTH AND OCCUPATIONAL CENTRES

The following classes of patient will be treated in the new Health and Occupational Centres now being established across the Dominion:

- (1) All types of Orthopaedic Cases.
- (2) Recovering nerve injuries.
- (3) Upper and lower extremity amputees.
- (4) Post operative cases, arthritis, etc.
- (5) All other patients who may benefit from phsiotherapy, occupational therapy and remedial physical training.

Considerable time is saved in rehabilitating patients who receive treatment in the Health and Occupational Centres because their period of convalescence is shortened and their abilities assessed and their futures planned with the assistance of the Casualty Rehabilitation Division.

In H and O centres special co-ordination is needed to make the most efficient use of the patients free time.

It may be normally expected that men who have been away on active service should show some emotional distress or tension on their return and while attempting to resume their place in civilian life. The problems associated with social and economic adjustment require as much course to solve as was required to enable the same individual to conduct himself worthily when engaging in action for the first time. Injudicious advice or misplaced sympathy during this adjustment period may be more devastating than the actual stress of war. We should treat our veterans as normal individuals who are going through a period of stress and always remember that the three essentials to mental health are to accept responsibility, to co-operate, and to contribute something worth while. The good that has been done in this world has not always been achieved by individuals who were perfectly well and sound. History is rich with examples of men like the late President Roosevelt who became famous and successful in spite of serious handicap or defects.

Work which is to a man's liking which gives adequate reward and provides interest is a tremendous incentive to recovery. The happy workman becomes concerned about his craft and not about his complaints.

The new social service department now being organized will co-operate fully with the skilled medical and psychiatric services provided by D. V. A. and act as an efficient and adequate follow-up service after the patients have been discharged.

In conclusion I would again stress the importance of consulting the District Medical Officer regarding any and all veterans where there is any incapacity and possible need for treatment. The Citizens' Committees and the Legion and other organizations can perform useful service helping veterans obtain all that is coming to them. Their continued co-operation will be greatly appreciated by the department.

COL. HARRIS: Any questions, please?

QUESTION: Do the "Doctor of Choice" regulations affect veterans of both wars?

COL. HARRIS: Yes. Veterans of the First War can choose their own doctor for treatment of disabilities for which they have been granted entitlement or pension. Veterans of the last war are entitled to medical treatment of any injury, illness or disease within twelve months after discharge. After that the classification must be established.

I will now call on Captain Paul Cross, Regional Administrator for D. V. A. in Eastern Canada.

### CITIZENS' COMMITTEES URGED TO CONTINUE

CAPTAIN PAUL CROSS: The Citizens of Canada have through your Federal Government, produced a generous and comprehensive scheme of rehabilitation benefits designed to promote the best interests of the veterans and of the nation. The various departments of government charged with making these benefits available can however only go so far. You, ladies and gentlemen of the Citizens' Committees are the people who can give the most effective help to your local veterans through your human interest personal contact and friendly understanding during the period of their reassimilation into the business, social and religious life of your communities and make the veteran, as Mr. Pryde so aptly put it, aware of the privileges and responsibilities of good citizenship.

As a result of hearing the discussions I am of the opinion that there is a definite continuing need for the activities of the Citizens' Committees until every last veteran has been comfortably housed, gainfully employed, and satisfactorily assimilated and adjusted to social, economic and religious life of the community in which he resides. Surely we are not going to slow down our efforts on behalf of those who fought and won the war while we do so much to bring about the rehabilitation of our recent enemies by providing food, materials, clothing, education and assistance in forming new governments. That task I am afraid is one which we must continue for a long time to come.



Some useful services with which the Committees might charge themselves are first to interest themselves in finding suitable employment for veterans as they complete their University or other training. Secondly to give the necessary help and guidance during a depression period which history has shown follows every major war in a few years. Whether we like the idea or not there are bound to be some veterans who will not have found permanent social and economic security if and when a depression hits this country. Thirdly the housing problem is serious and very real. It will require the best efforts of the ablest minds to solve this problem during the next few years. Finally I would suggest that the committees do not relax their efforts to persuade veterans to take advantage of the educational and training facilities offered rather than use their re-establishment credits foolishly. I support the idea that veterans of the right type be encouraged to go into business for themselves. The man who is willing to take a chance, invest some of his own money and makes a success of his venture becomes the type of sound solid citizen we require.

Very sincere invitations from the officials of the V. L. A., the N. E. S. and the Ontario Rehabilitation Committee have urged that you continue to assist them in their work. I would suggest that any Citizens' Committee that has not a Business Advisory sub-committee might very well form one to help and advise all veterans going into business and take a friendly interest in promoting their success. Last but not least we must interest ourselves in solving the social and economic problems of those veterans who served in both wars of which several thousand are still to be demobilized.

I spend from 75% to 80% of my time in various D. V. A. districts from the Soo to Cape Breton attempting to co-ordinate the work, discussing problems and picking up ideas. The remainder of my time I spend in Ottawa making recommendations calculated to improve our service. The experience of sitting in and listening to the discussions of the past two days has been most interesting and educational. On behalf of the Department of Veterans Affairs, I wish to thank all of you for the splendid job you have been doing and entreat you to keep up the good work.

### CONCLUDING REMARKS

COL. HARRIS: Before we close this conference, Mr. J. J. Richardson and Mr. Tim Reid have something to say.

MAJOR J. J. RICHARDSON: On behalf of my Minister and the Provincial Government, I wish to say that we are very happy to have had the privilege of co-operating with the Federal Government in rehabilitation endeavours. After hearing the Citizens' Committees being urged to continue their good work you may rest assured the Province of Ontario will continue to do their utmost.

MR. E. B. REID: Attending this conference has given me new heart. I was a little concerned before the meeting, I didn't realize your enthusiasm or the amount of work you had been doing. I have been amazed at the way

those committees, whose representatives have spoken, approached their numerous tasks and shown such a deep-seated desire for public service. We are paid to assist in the rehabilitation of veterans — that is our job but the citizens who voluntarily work on your committees accept the duty and responsibility on the basis of good citizenship, and because of your interest in the welfare of those veterans who served in the Armed Forces since 1939. These veterans are definitely an important age group within your communities and from amongst them you can pick your future leaders. It is sound practice to make sure they are properly re-established. We of the Department see that for at least another twelve months there is definite need of the assistance and co-operation of the Citizens' Committees. We need and ask for your support. I wish to express my personal appreciation for this conference and the work that has been done. I feel I can go to the next sixteen with greater confidence and more assurance that the interest and wish to continue giving service still exists. Thank you all very much.

MRS. KENT GRIFFIN, (St. Thomas) : Expressed thanks on behalf of the lady delegates for the invitation to attend the conference.

CHAIRMAN REID: Those who wish to remain will be shown "The Third Freedom." I declare the Conference closed.

### HAMILTON DISTRICT CONFERENCE

The opening session convened at 9:30 a.m., Thursday, July 11th, 1946. Mr. Brandon Bryers, District Administrator, D. V. A. Hamilton, calling the meeting to order.

MR. BRANDON BRYERS: On behalf of the D.V.A. I welcome the delegates and thank you all for the wonderful co-operation you have given Departmental officials during the past year without which the Government's plans of the successful re-establishment of veterans in civilian life could not possibly succeed. Mr. Bryers introduced the Joint Chairmen, E. B. Reid and J. J. Richardson of the Dominion and Province of Ontario Governments respectively, who were responsible for the organization and agenda of this meeting. Mr. Reid, with Mr. Bryers still acting as Chairman, opened the Conference by repeating his address given at London and recorded on pages 1 to 3 inclusive.

Mayor Lawrence arrived and was introduced as "Mayor of the city which has perhaps the best housing situation in the country."

MAYOR SAMUEL LAWRENCE: Extended the official welcome and then said "the Civic Officials and Council have done all they could to obtain priorities, secure materials and build houses. Their efforts have proved successful. We found, however, that only 30% of our local veterans wished to purchase homes, therefore it was necessary to provide rentals at a price the majority could afford. In order to meet this demand various huts and government buildings are being converted into 144 apartments. We intend to tackle the housing problem until all citizens in Hamilton are comfortably housed."



The Mayor briefly told of his recent visit to Western Canada and concluded with the remarks. "Canada is a great country which could easily support 50,000,000 people. There would appear no legitimate reason why we cannot rehabilitate the men and women who served in the Armed Forces during World War II. The legislation passed by the Dominion Government calculated to rehabilitate our veterans is sound in principal, generous, and wide in scope. I trust the discussions and constructive criticism heard at this conference will provide a wealth of information to the delegates and rebound to the benefit of those veterans the Citizens' Committees are trying to assist."

MR. BRANDON BRYERS: Thanked the Mayor and turned over the chair to Tim Reid.

CHAIRMAN REID: Called on Mr. W. H. Montague, District Superintendent of Rehabilitation, Hamilton "L" Division D. V. A. who spoke on "The D. V. A. and Community Organization."

MR. W. H. MONTAGUE: The D. V. A. headed by the Honorable Ian A. Mackenzie assisted by Mr. Walter S. Woods is located in the Daly Building, Ottawa. It is probably the most decentralized department of Government in Canada and consists of sixteen administrative districts selected in relation to the number of veterans represented in the population. "L" district covers the Niagara Peninsula and is organized to serve 60,000 veterans. The headquarters are located on the 5th and 6th floors of the Lister Block, 42 James Street, North, Hamilton, and provide accommodation for the District Administrator, the Medical and Dental Services, Pensions Medical Examiners, Pensions Advocate, Treasury Officer and Central Files Registry. The department have taken over the Military Hospital on Gage Ave. North. The Re-establishment Credits division is located at 41 King St. West at McNab and the Casualty Rehabilitation Section is located at 145 King St. West at Bay and accommodates the Training Division, Rehabilitation Administration, the district office of C. V. T. and two Veteran's employment advisers of N. E. S. (which also has a D. V. A. trained Veterans Officer at all the larger centres of population). The D. V. A. in "L" District and the Veterans Officer are all supported by seventeen Citizens' Committees. The Citizens' Committees of Hamilton and St. Catharines maintain a full time staff. The Canadian Legion Branch 90 at Brantford employ an Adjustment Officer and a Legion Service Bureau is being opened in Hamilton to serve the entire "L" District. Mr. J. A. Fenn will be in charge. The liaison between D. V. A. and Citizens' Committees is maintained by the Veterans Officers.

Mr. Montague expressed the opinion that notwithstanding the fact that the Government's Rehabilitation problem was now in full swing the work and service the Citizens' Committees were organized to do was still far from finished. In support of this opinion he quoted from a letter written by the Director General of Rehabilitation, saying, "it appears desirable for local officials to keep in constant touch with the Chairman of the Citizens' Committees and to stress the fact that when members of Citizens' Commit-

tees come across any case where there appears to be difficulty regarding rehabilitation they should, in order to prevent delay, refrain from writing the Minister, his Deputy or the Director General of Rehabilitation, but should take the matter up with the District Officials giving complete identification of the individual and all particulars regarding his problems and difficulties. The D. G. of Rehabilitation instructed that district officials should require their subordinates to call on the Chairman or Secretary when visiting a district in which a Citizens' Committee functioned, and should definitely seek the advice and enlist the services of the local committee in the following cases:

(a) Where a special problem case develops.

(b) Where a veteran has been drawing out-of-work allowances for an unreasonable length of time, and

(c) In outlying districts where members of the Re-establishment Credit Advisory Committee have not been appointed.

This should prove that those in higher levels of government appreciate the services the Citizens' Committees have rendered and have no wish that they should be discontinued."

The speaker said that he believed the greatest misunderstanding that existed in regard to benefits concerned the re-establishment credits. He pointed out that this was an outright grant and not a repayable loan and is something for which the veteran cannot obtain cash. It is to be spent providing something useful for the veterans' rehabilitation. The money is paid by the D. V. A. to the person who supplies or provides for the special needs of the individual veteran. Mr. Montague then referred to the fact that Gregory Clark's programme over C.B.C. had brought to light many varied and difficult problems and 99% of the letters received reflected only intelligent good will on the part of the worried ex-service man. Gregory Clark said, "the press, the public platforms and the pulpits should resound with complimentary remarks regarding their behaviour which is as creditable now as it was during the war."

CHAIRMAN REID: Because the work of D. V. A. has been decentralized writing Ottawa does cause a delay of ten to fourteen days because the Minister, or Deputy must in turn enquire from the district officials the facts concerning the case. The Chairman then called on Captain Paul Cross, Administrator D. V. A., for Eastern Provinces (see address given at closing session of London Conference on page 59).

CHAIRMAN REID: Called on Mr. Boase to lead off the discussion.

MR. O. S. BOASE, (St. Catharines) : I feel the real job all Citizens' Committees can do is to contact the Veteran with a grouch who thinks he is the victim of unnecessary delay or injustice and straighten things out for him. I have done considerable work along this line and have found the D. V. A. officials from Col. Montague to the junior clerks imbued with the spirit of rendering the veterans real service.



We have our problems, some are very peculiar and difficult to solve. My experience is that the work of the Citizens Committee in St. Catharines is increasing rather than diminishing.

Mr. Boase told the history of a case in which a veteran with good service received head wounds and was finally discharged and became a drifter and social outcast. He was finally admitted to hospital with cancer and the officials wanted to know who would pay the bill. He was operated on but the doctors found the cancer had developed too far and the man was left to die. He had neither relatives nor friends and left hospital penniless. To prevent him committing suicide he was put in jail but finally reached Toronto where through the interest of the Soldiers Aid Commission he was admitted to the Hospital for Incurables on Dunn Avenue. Mr. Boase concluded with the message. "If in your capacity as members of your Citizens' Committees, you can save one veteran from the similar worries and sufferings experienced by the veteran to whom I refer then you will have done a good job."

MRS. VAUGHAN WRIGHT, (Ancaster) : I know several cases of veterans of this last war who are T.B. patients in the San. They don't seem to know where to go or what to do when they are discharged."

CHAIRMAN REID: "You will hear about the Casualty Rehabilitation Section of D. V. A. whose job it is to provide effective and congenial, and suitable employment after the veterans have finished their convalescent period in one of our health and occupational centres. Citizens' Committee members can certainly help a great deal by bringing any neglected cases to the attention of the proper officials.

MR. R. W. RICHARDSON, (Niagara-on-the-Lake) : In a small community such as ours our problems are mainly housing and employment. We have two groups interested in rehabilitation—the Veterans Branch with 200 members and the Post-war Planning Commission composed of local citizens. I wonder if it would be possible for an official of the D. V. A. to visit our community and give a private interview to some thirty or forty veterans who still have problems to solve.

COL. MONTAGUE: "Certainly we will send a counsellor or a team to interview your veterans. Communicate with your nearest Veterans Officer at Niagara or St. Catharines and they will do whatever is necessary."

Referring back to what Mr. Boase said. There is an impression abroad that the Rehabilitation problem has been solved. That isn't so. During the month of June in "L" District we had the largest number of veterans call at the Rehabilitation Centre to date. The re-establishment credits also reached their peak in June. The Veterans Officers throughout the District also reported an all time high of 5,700 applicants against a previous high of 4,800. The fact that no official date has yet been announced regarding the termination of hostilities leaves open to all veterans the time in which they may apply for certain benefits. There is still \$13,000,000 in Re-establishment credits on the books affecting 33,000 veterans. In view of

industrial unrest and other conditions prevailing at this time it is impossible to estimate if the peak of applications was reached in June. I don't want any delegate to leave with the impression the job of rehabilitating veterans has been done. If you wish an official of D. V. A. to visit your local Citizens' Committee and discuss conditions as they affect the rehabilitation of veterans in your districts write Mr. Bryers or myself and it will be done. The fact that in the past year the liaison has been from the Citizens' Committees to D. V. A. rather than from D. V. A. to them was mainly due to the fact that we were busy organizing and training our own staffs.

CHAIRMAN REID: To emphasize that point, we in Ottawa feel that in the near future we will have to face a very heavy re-counselling programme because of men who rushed into temporary jobs and find there is no permanent prospects and others who are dissatisfied because their pre-war jobs no longer appeal to them. In this all important work of re-establishing the veterans in employment which will provide social, and economic security the Citizens' Committees can play a very important part.

Following recess Mr. J. J. Richardson took the chair and on behalf of the Ontario Provincial Government thanked the representatives of the Citizens' Committees for the splendid co-operation they had given during the past year, welcomed them and earnestly urged that they continue the good work they were doing on behalf of the veterans in their communities. Then he called on Mr. D. A. Garvie, District Supervisor of C. V. T. to speak. Mr. Garvie covered the same ground as did Mr. G. L. Ingram at the London Conference as reported on pages 9 and 10. Mr. Garvie gave some additional information regarding "Training on the Job."

### Canadian Vocational Training

MR. D. A. GARVIE: "The responsibility of the officials in charge of C. V. T. does not end when they place a veteran in "Training on the Job," they must still keep in constant contact with both the employer and the trainee and see that the provisions of their contract are being carried out by both parties. It is our duty to see that the employer is teaching the veteran all he needs to know to assure him ultimate success in that particular line of endeavour and we must also satisfy ourselves that the veteran is applying himself to the study of the skills he is being taught and gives a fair return in labour for the wages he receives while training. The department has the power to cancel any contract where one or the other or both parties to the agreement fail to live up to the spirit as well as the letter of their agreement. Mr. Garvie informed the delegates that fourteen C. V. T. fieldmen covered "L" District who had placed 1,300 veterans in training on the job, of which 900 are still undergoing training. The percentage of those who failed to finish their training was less than 5% and all of those were not failures. Some had decided to change their plans and go into business themselves.

MR. H. D. MACLACHLAN, (St. Catharines): Are men over thirty eligible for training on the job?



MR. GARVIE: Yes! If a veteran irrespective of his age has the aptitude, is of an age that the employers are satisfied he will return in service the time, cost and effort it requires to train him we will provide the opportunity.

MR. VANSICKLE, (Brantford) : What are the educational requirements?

MR. GARVIE: The policy of the department is to exercise care in selection, assess applicants for aptitude rather than insist on any fixed educational standard.

MR. VANSICKLE: We are finding a great many applicants for training and apprenticeship in the designated trades are turned down because of lack of educational requirements.

MR. GARVIE: A man might not have the mental capacity to learn a highly skilled and complicated trade and yet he might master a semi-skilled trade which does not involve multiple operations.

MR. H. D. MACLACHLIN: Is any provision made for veterans with only grade 7 or 8 education?

MR. GARVIE: All applicants are screened carefully and interviewed by our counsellors. If a man with obvious ability lacked the educational requirements to start training D. V. A. could recommend that he be given the opportunity to improve his educational standards. Each case must be dealt with differently.

MR. JOHN KING: A veteran with grade 12 education who was a news-reel photographer overseas applied for training on the job with the National Film Board and complied with all the particulars set forth in the bulletin advertising the opportunity. He was informed there were no openings in that particular field. What is he expected to do next?

MR. GARVIE: If he needs further training, let him apply to his nearest Veterans Officer, submit all particulars and it is up to us to place him, if not in the district some other place.

CHAIRMAN RICHARDSON next introduced Mr. H. E. Talbot, Director of Training Institutes in Hamilton.

MR. H. E. TALBOT: We have enrolled 3,000 veterans in thirty different courses, including the building trades, some machinery trades and welding. We also give educational training that will enable veterans to enter university or obtain a position they intend to make their career. 1,800 are still undergoing training, 300 discontinued training for various reasons and the others have graduated. (Mr. Talbot then repeated the information given at London by Mr. A. I. Hale, reported on pages 12-13).

MR. W. R. ROGERS, (Port Colborne) : If a veteran taking subjects in Junior or Senior matriculation fails in part is any provision made for him to re-write that particular subject?

MR. H. E. TALBOT: The department of Education take the word of our principal and teachers regarding a student's proficiency. They do not have

to wait for the departmental examinations. If a student fails in a subject he is sent back to D. V. A. and if after interview the D. V. A. authorize such action, we let him try again.

MR. H. D. MACLACHLAN: I think the Citizens' Committees could help by interesting contractors and employers to visit the Trades School and see the type of training you are giving.

MR. TALBOT: We always welcome such visitors and show them around. A number of personnel managers and manufacturers have already availed themselves of the opportunity and we discuss with them the possibilities of improving our courses.

COL. MUIR: One other important feature regarding C. V. T. is the fact that those charged with the administration have a number of advisory committees to guide and advise them. These committees are carefully chosen from amongst the leaders of organized labour, employers, and the skilled artisans of the various trades we teach. To give one illustration. Outstanding leaders in the Graphic Arts formed an advisory committee comprising executives of large commercial printing firms, the heads of organized labour interested in the various crafts that make up the Graphic Arts Course and also on the committee are skilled craftsmen who have the confidence and respect of all concerned. This committee meets once a month. Their agenda is drawn up so as to deal with problems which have arisen since the last meeting and to bring forward any new and useful information concerning Graphic Arts. We have advice regarding the qualifications of our instructors, the type of instruction we should give, how we should organize and keep our plant, and finally we have the co-operation of all members of the committee in placing our graduates with reliable firms to complete their apprenticeship and/or place them in employment.

MR. TALBOT remarked he was proud of the work his instructors were doing. I might add that the instructors are picked according to their ability to pass along the skills, the enthusiasm, and the pride they take in their own work to the students.

A year ago it seemed to be impossible to interest ex-service men in the brick laying and plastering trades. Now, after considerable effort and countering the adverse propaganda which seemed calculated to keep students from learning these trades, we now have well over one hundred ex-service men under instruction in Toronto and Hamilton. It is interesting to hear the arguments which go on during the recess periods between apprentices of the various trades. Such an experience proves the instructors had imbibed those learning the bricklaying and plastering trades with the same pride in their work as any other skilled journeymen.

CHAIRMAN RICHARDSON thanked Col. Muir and the two C. V. T. speakers. The morning session adjourned at noon.



## SECOND GENERAL SESSION — THURSDAY AFTERNOON

CHAIRMAN REID called upon Major Flint to speak on the subject "Placement of Veterans in Industry." (His speech is reported on pages 15 to 18 of the London Conference). After he had finished the chairman suggested that the delegates discuss the matter from the following angles (a) To secure veterans' preference (b) Widen local employment opportunities (c) Create training-on-the-job opportunities (d) Salvage veterans drawing Out of Work Allowances. Mr. Reid asked Mr. Peter Gordon, recently awarded the Order of the British Empire, to lead off the discussion.

MR. PETER GORDON, O.B.E.: "Placing a married veteran in a suitable job is useless unless he has a comfortable home. Finding a veteran's family a comfortable home unless he earns enough to afford it is also far from successful rehabilitation. I will tell you what the Hamilton Citizens' Committee has done.

We organized along the lines suggested at Montebello several years ago and we formed our Employment Committee. Some criticism was heard that our committee would simply overlap the work National Selective Service or National Employment Service was supposed to do. However, we picked the best men we could find and they soon learned they had a real job on their hands. Here in Hamilton the Steel Company is a very important factor in the economic and social life of our city. Where the Steel Company leads most others follow, so the Citizens' Committee appointed Mr. R. A. Gilles, the Plant Superintendent of the Steel Company of Canada, Chairman of our Employment Committee. He has done a splendid job.

He first contacted four hundred other employers of labour in the City and sold them the idea of giving veterans preference. Next he advocated that if at all possible the number of men employed should be kept up to the absolute economic maximum during the reconversion period in order to keep unemployment at a minimum. Next he advocated every firm should provide facilities for "Training veterans on the job." The response from the vast majority of industrialists was most gratifying.

About a year ago we decided to form the Hamilton City Advisory Committee. This idea was financed and sponsored by the Associated Service Clubs of Hamilton. Col. H. C. Ritchie who had recently retired from the Salvation Army was placed in charge of the office on King Street near James. Colonel Ritchie has a panel containing the names of executives of every club, profession, and industry in the City. If a veteran is seeking advice on any matter, Colonel Ritchie arranges an interview with the person considered best able to give the advice and information sought. It is an absolute truth that if a veteran finds the job he is in leads up a blind alley he can go to Colonel Ritchie and he will lead him out. He has discovered many jobs, and good ones, not listed with N. E. S.

Representatives from National Employment Service sit on our Committee and help with the knowledge gained from their experience.

CHAIRMAN REID: Mr. Gordon was for years interested in forwarding the interests of Workmen's Benefits. His recent honour was well deserved.

MR. RODGER, (Port Colborne): We first organized a Citizens' Committee in 1942. We called together the heads of industry and made an accurate record of all enlistments. We also obtained a promise of re-instatement. Two plants in particular offered to study their facilities and make a special effort to provide employment for casualty cases who couldn't return to their old jobs. When demobilization started we formed chairmen of different committees and set a regular meeting day — the first Wednesday of every month at 8 o'clock. Notices were sent out inviting all interested parties to attend. In this way we tried to avail ourselves of the full constructive working force in the community. Representatives from N. E. S. and D. V. A. sit in at our meetings and submit the names and particulars of those recently returned and those in need of employment. Our employment Committee under the chairmanship of Mr. Cross, Superintendent of Robinhood Mills, undertakes to assist them to find suitable jobs.

We also have an active Advisory Committee the members of which help and advise veterans regarding the use of their re-establishment credits and those who wish to start in business. We have had many successes, a few failures, and our greatest headache is housing and the V. L. A.

CHAIRMAN REID: The point brought out by both speakers is the fact that the Citizens' Committees in both Hamilton and Port Colborne realized the importance of appointing men, to act as chairmen of their special committees, who held a prominent position in the affairs of their communities and could call every other executive by his or her first name. I will ask F/L O'Gorman of the National Employment Office in Toronto to say a few words.

F/L O'GORMAN: One feature that has cropped up recently which should prove of interest is the man who is perpetually applying for or receiving "Out of Work Benefits." Mr. Cline has set up a board consisting of officials of both N. E. S. and D. V. A. to review and study such cases. It would appear from the information gained to date that many of these chronic unemployment cases could be salvaged if sufficient time and thought was given to the circumstances surrounding each individual case. Many have been unemployed as the result of their own lack of initiative, others because they have run into difficulties or have been overlooked in a large organization like N. E. S., others again just lack information regarding jobs, while still others require sound counselling and advice. I would appreciate hearing the opinions of the delegates on this matter. We must prevent them from becoming chronic problem cases if at all possible.

CHAIRMAN REID: It is an important subject because when their out of work benefits are finally exhausted these men will become the problem of your communities.



MR. VANSICKLE: In Brantford we have forty-five industries employing over one hundred men and women. Our Citizens' Committee located fifty four cases of ex-service men who were chronically unemployed. A special study of each case was made. This required visits to the home, seeing the families, studying the background and experience of the individual. Some were veterans who had joined up as young boys, straight from school. Some returned as married men.

Many young fellows without previous trade or business experience joined up in the ranks and returned as Commissioned Officers. They were worth \$250. a month in the Armed Forces but in Industry they were worth only about \$15.00 a week. The problem we faced was to get these veterans' feet placed solidly on the ground again. Some had very grandiose ideas regarding what they wanted and what they were worth. Mr. Grassick of our Citizens' Committee tackled our problem and to date he has placed forty-two of our fifty-four cases in positions in which they seem to be definitely settled. The general membership of the Citizens' Committee, by their close co-operation, made it possible to achieve such outstanding success.

CHAIRMAN REID: I think that illustration is a very satisfactory answer to those who ask if continuing the Citizens' Committees is really worth while.

COLONEL TOSLAND: N. E. S. has definite limitations. It supplies a service. It does not create jobs. The officials cannot even make employers list what employment they have to offer. We cannot make applicants seeking employment come to us. N. E. S. is most anxious to provide a good and continuing service. This can only be done if both employers list their vacancies with N. E. S. and unemployed list their qualifications. There is no compulsion but we can provide an efficient clearing house which will benefit both employer and employee if properly and fully patronized. The way to bring this about is for field officials of the government and members of the various Citizens' Committees to work in close harmony and co-operation.

CHAIRMAN REID: The National Employment Service is the point of referral for newly discharged veterans. Because of certain conditions experienced under National Selective Service it would seem that many employers by-pass N. E. S. and if they continue to do so many veterans will not even hear of employment opportunities that might suit their peculiar requirements or qualifications.

MR. B. M. PEARCE, (Simcoe, Ont.): I would like to ascertain how many of our Citizens' Committees particularly from small centres have full time paid secretaries.

CHAIRMAN REID: Hamilton, St. Catharines, and Welland have paid secretaries. I have had a number of such enquiries addressed to me. I have a suggestion that may interest other committees. Many Committees formed "Canadian Troops in Training" organizations. Under the Registrar

of War Charities it has been approved that monies raised for this purpose can be diverted and used by rehabilitation committees.

MR. B. M. PEARCE: We did that. In Simcoe the "War Fund" was largely used to arrange for the reception and transportation of veterans. The Citizens' Committee itself has no financial resources.

MRS. VAUGHAN WRIGHT, (Ancaster): "Some Committees are run by the veterans and supplemented by Council."

CHAIRMAN REID: "Many municipal councils have been very sympathetic. Incidentally two years ago at Montebello a sub-committee was appointed to discuss financing. They brought in a recommendation that the financing of Citizens' Committees was a matter for the municipalities and not by the government because the veterans might think that if the Citizens' Committees were financed by the Government they were just another government agency and the very purpose of the Citizens' Committee would be defeated if financed by the Government. That opinion has been supported by most committees since. Those who do not support the idea could still avail themselves of any surplus left from their "Troops in Training Committees." Recess.

### **The Older Veteran**

CHAIRMAN REID: The next subject for discussion is the problem of "The Older Veteran." From this group will develop most of our problems which I remind you is a community responsibility. The older veteran is entitled to the protection our legislation gives every veteran but the time will come when that protection ceases. Colonel Philpott, a veteran of both wars, will introduce this subject. He is Adviser on Veterans of Two Wars, Department of Veterans Affairs, Ottawa.

(See the address given by Colonel Philpott on "The Older Veteran and his Employment" given at London, pages 22-24.)

CHAIRMAN REID: There are approximately 25,000 veterans who served in both wars require our assistance. For eighteen months they can be assisted by the government's legislation. If we reduce this figure to a community problem it amounts to one in five hundred population. The city of Brantford has 38 to 19,000 population. Hamilton has 350. It is a problem which faces each community. The Corps of Commissionnaires have done a great deal to solve this problem. I will now call on Colonel Healey.

COLONEL HEALEY: I appreciate very much what Colonel Philpott has said about the Corps. After attending an annual meeting in Montreal I became convinced we were not carrying out our job as well as we should. I heard what Winnipeg and Montreal were doing and I feel we in Hamilton should try and do more. I issued a pamphlet based very largely on what Winnipeg were doing and we sent them out after the Victory Drive last November, to sixty or seventy business firms in the City. The response has not been as good as expected. I hope to have the opportunity to discuss



our problems concerning Older Veterans with Colonel Philpott. I think after that we can probably go ahead and get farther than we have done already.

CHAIRMAN REID: I am sure if we could place your pamphlets in the hands of the delegates they would have a better understanding regarding the Corps of Commissionnaires and how they operate. No company or firm need be ashamed of employing a member of the Corps of Commissionnaires.

COLONEL HEALEY: When available they will all wear their blue uniform.

MR. W. R. RODGER, (Port Colborne): "Even for a small town we are highly industrialized, but the unions are in force in three of the plants and they have their age priorities. What are you going to do with the Union when they insist that men be employed in the jobs vacant according to their seniority?"

COLONEL PHILPOTT: We realize that problem, but generally speaking there are jobs in every plant that do not come under the Unions. Guarding the gates, driving the manager's car—I think these are jobs that can be arranged between the employer and the Union's representative. When I spoke of reserve jobs I meant if there is a job for a gate guard you can say you want an ex-service man for that job. You can give that job to an older man rather than a young man.

CHAIRMAN REID: We realize the Unions seniority question is a difficult problem but we can perhaps do some educational work.

MR. RODGER: "The International Nickle is a closed shop and the only employees who don't come under the Union are the office officials."

CHAIRMAN REID: "Would union seniority enter into the selection of a guard for the gates?"

MR. RODGER: "The Union would be interested in placing some of their members who are past their hard working days."

COLONEL PHILPOTT: "It would be a case for discussion between Union and Plant Officials. There are however many jobs in Port Colborne operating the canal bridges which have been filled by temporary employees for at least fifteen years. Our Rehabilitation Committee asked the Department to survey all temporary jobs and release all who have reached seventy-five years of age and replace them with ex-service men. There are other temporary jobs filled for years by farmers who have means. In one particular case a man still holds a job who was antagonistic to Canada all through the war. There is much that can be done.

CHAIRMAN REID: We all know there are certain jobs in the Federal, Provincial and Municipal fields that come under a patronage classification. I do feel the Citizens' Committees could see a percentage of these jobs are given to older ex-service men.

MR. RODGER: We have tried to do that in Port Colborne with the help of the Legion and the Corps.

CHAIRMAN REID: "I think the Citizens' Committees, because of their influence in their communities and because of their contacts with Federal and Provincial M.P.'s. and M.P.P.'s could bring pressure to bear and see that a portion of the jobs that come within the realm of political patronage are given to older men who are veterans of both wars.

MR. CURRIE: "May I ask Col. Healey if he has considered the possibility of transferring the thousands of men in the Veterans Guard who protected our industries during the war over to the Corps of Commissionnaires and have industry retain their services in a civilian capacity?"

COLONEL HEALEY: "If we could get the right type of advertising".

COLONEL PHILPOTT: There is no better type of advertising than the direct contact you have now established with the members of the Citizens' Committees who are in constant touch with all employers of labour in their various communities. It is worth more than \$50,000. spent in any other kind of advertising.

CHAIRMAN REID: The Government's stand regarding the Older Veteran is that they would rather be gainfully employed than accept Veterans' Allowance and Dual Pension while still able to work. Thousands of these older veterans were on Veterans Allowance when war broke out but they voluntarily went off allowances and back to work when jobs became plentiful. The problem is not overwhelming. These men only represent one in every five hundred of population. I think the Citizens' Committees working intelligently on behalf of these men can have them employed satisfactorily so they can live useful and active lives for the next nine or ten years.

### CIVIL RE-ESTABLISHMENT CREDITS

CHAIRMAN REID: Our next order of business is Re-establishment Credits. It is a matter which concerns veterans about to go into business for themselves. It concerns the Citizens' Committees because upon their success depends the future of the communities in which they live. In London Colonel Gordon Ingram and his Advisory Committee approved over eight hundred applications. Subsequently they visited sixty veterans who had gone into business for themselves. They were pleased to find that of those whose applications they had approved only three had turned out badly. I will ask Mr. Leavitt, District Supervisor of the Re-establishment Credits in Hamilton to introduce the subject for discussion.

MR. H. R. LEAVITT: All veterans wishing to go into business for themselves may use their credits providing they don't exceed more than two thirds of his equity and providing the use of his credits entitles him to immediate possession and has been approved by the Advisory Committee. The best possible relations exist between Mr. Thurston and his Advisory Committee and the veterans whose applications they have reviewed to date.



Veterans in "L" District have established twelve different types of businesses. Follow up visits prove the majority to have very good prospects of ultimate success. Increase of work within this Department has made it impossible recently to follow up and check on results as carefully as might be desired.

Some failures we have investigated blame insufficient capital, inexperience and exorbitant prices paid to obtain certain commodities essential to start operations. Others failed to seek advice before investing their money and were badly stung by unscrupulous individuals. Others ran into difficulties because they overlooked the quota angle. Some are so low they do not permit a sufficient volume of sales to return a reasonable profit. Our investigators try to find some hidden reason for selling before approving a veteran's application to purchase.

When a veteran makes application to go into business for himself only sound counselling can screen out those who have the initiative, determination and ability to overcome the many trials and hardships that must be conquered before final success can be achieved.

### **Partnerships Now Permitted**

Under the amended regulations partners are now permitted providing the terms of the partnership agreement make provision for full time employment for both.

Many veterans are interested in going into the trucking business in their own names. We feel that this field is becoming overcrowded and that extra precautions should be taken to investigate the possibilities fully before approving more applications.

Mr. Leavitt concluded by saying his Department much appreciated the co-operation given by both the Advisory and Citizens' Committees.

NOTE: See also discussions at London Conference, pages 26 to 32.

CHAIRMAN REID: I agree with Mr. Leavitt. There is no part in D. V. A. legislation where Citizens' Committees can render greater services to younger veterans than in giving them sound advice and complete information regarding the pros and cons of any business venture they wish to undertake and enable them to carefully weigh up the chances of success or failure. I feel we must have your Citizens' Committees as a point of referral.

MR. W. R. ROGERS, (Port Colborne): We try to do just that. We had one case of a young fellow wanting to start up in the Sporting Goods business. He located a store. There was a definite need for such an establishment. We gave him every encouragement. Then he informed us he wished to take his brother into partnership. We felt the business could not support two principals and advised him accordingly. He took our advice.

MR. THURSTON, (Regional Advisory Committee) : I wish to commend both Mr. Bryers and Mr. Leavitt for the excellent work they are doing. The only thing I worry about is that some veterans won't make a success of being their own boss. We have turned down a few applications. One veteran wanted to use his credits to buy a race horse.

CHAIRMAN REID: We had one application from a chap who wanted "Training on the Job" as a hangman.

MR. O. S. BOASE, (St. Catharines) : I feel applications from men who wish to go into the taxi business should be carefully watched. It is becoming too crowded in many communities.

CHAIRMAN REID: The licenses for taxi cabs and drivers are, I think, granted by the Municipal Authorities on the recommendation of the police commission. I think the Citizens' Committees would be quite within their province if they expressed their opinion to those responsible.

MR. E. L. VANSICKLE, (Brantford) : We decided one taxi to every five thousand population was ample in our community but we now have two for every thirty six hundred.

MR. FORBES GRASSICK: "Can anyone help me obtain a sewing machine for a veteran who needs it in his business. After more than two months writing no results have been obtained. I understand War Assets have some."

CHAIRMAN REID: "In Ottawa we have Mr. Johnson acting as liaison between various departments that control supplies and materials. If you can present a strong case and forward it to me at Ottawa I will see what can be done." That is the type of case that can be referred to Ottawa. Applying to the Minister regarding matters which are strictly re-establishment grants, benefits, etc., are bound to cause delay because most of the work of D.V.A. has been decentralized.

MR. W. R. RODGER: "Is it mandatory that a veteran going into business for himself keeps books. If he did and saw he was going behind he might be able to sell out before he hit bottom."

MR. LEAVITT: "They sign an affidavit that they will not sell out within one year without first securing consent. The second point regarding book keeping. It is not compulsory, but how could he prove his statements unless he kept accounts?"

CHAIRMAN REID: In the vast majority of cases, men who use their credits to start in business usually apply for and obtain "Waiting Returns Benefits." If this is the case D. V. A. officials check and see how he is progressing. Mr. Gordon Ingram of London prepared a very simple book-keeping system which could be adopted by others with considerable benefit to all concerned. (See discussion on bookkeeping at London Conference, page 28.)



## Awaiting Returns Benefits

MR. MONTAGUE: Awaiting Returns is perhaps the most specialized benefit covered by the Veterans' Rehabilitation Act. It is essential that any veteran going into private enterprise keeps records of what he is doing. The law requires it for he must make out his Income Tax returns. Our continued benefits depend upon the reports of inspections by our field representatives. If the man himself cannot set up his books and keep his accounts properly it is obvious someone else must help him.

Broadly speaking, three classes receive "Awaiting Returns Benefits." Those starting up in business for themselves, those starting professional practice and those on full time farms.

The powers of the board are limited to making grants for three month periods but upon receipt of the reports of our field inspectors the benefits can be extended for further periods up to twelve months on a reduced scale if necessary.

## DINNER SESSION

CHAIRMAN J. J. RICHARDSON thanked all those who had helped make the conference such a success and then requested a few remarks from Mrs. Vaughan Wright and Mrs. Arrell.

MRS. VAUGHAN WRIGHT: "I have attended these meetings with pleasure. The discussions have been interesting. I am waiting to hear the housing problem discussed tomorrow. We come from a farming community and our veterans are mostly farmers' sons and can be more easily placed than others."

MRS. ARRELL: "I want especially to welcome the women delegates who are here. Our women have been active in the Citizens' Committees. In my opinion they make a real contribution to the work of the Committees. I only wish there had been more to hear the discussions."

CHAIRMAN RICHARDSON then called on Colonel Montague to introduce Major General Bruce Matthews.

(See General Matthews' speech delivered in London, pages 34 to 36.)

MR. PETER GORDON responded.

Evening session adjourned.

## FRIDAY MORNING SESSION

### HAMILTON

CHAIRMAN J. J. RICHARDSON: Called on General Matthews, who gave the same address as is reported in the digest of the London Conference on pages 36 to 39. After thanking the speaker Mr. Richardson called on Mr. Fred Hawes who spoke on the relationship of the Apprentice Board to Veterans Rehabilitation. The address can be read on pages 40-41 London Conference. The following facts were brought out during the discussion.

MR. E. L. VANSICKLE: I am the Veterans Officer at Brantford. I seek information regarding the designated trades, particularly barbering. I know cases who have applied for the course but can't start for months because the classes are filled and have a waiting list. That man finds it difficult to find a job to keep him going during his waiting period. One veteran has the opportunity to start "Training-on-the-job" but I understand he cannot avail himself of this under the present set-up. He must serve 1,000 hours to qualify as a barber.

MR. F. HAWES: Barbering is slightly different to most designated trades. Both in Canada and the U.S.A. beginners are usually trained in Barbering Schools. After 1,000 hours we examine them and if they pass they are qualified. However, there is nothing in the Act that requires a man to attend these schools. If he takes training with a qualified barber we will grant him a certificate of qualification as soon as he is ready to qualify. The 1,000 hours does not of necessity enter into it.

MR. VANSICKLE: I know a man who served as a motor mechanic in the Services for years. Must he go to school. Can he start as an apprentice in a shop subsidized by D. V. A.?

MR. FRED HAWES: That man had in-service experience. He goes to D. V. A. not to us. D. V. A. has a local evaluator estimate the man's experience and qualifications in terms of apprenticeship time. If he is graded two years or more we would find him a job on the spot if possible. If the evaluator considers a man has less practical knowledge than a two year apprentice then he would be advised to go to school until he graduates as a second year apprentice.

MR. VANSICKLE: If for marital reasons he is unable to attend school can he train on the job?

MR. FRED HAWES: Oh yes, but we don't encourage that because if a man is of mature age, if he needs basic training, the best thing he can do is take the course at school under C. V. T.

MR. VANSICKLE: I know a Naval Chief Petty Officer with six years experience on boilers. He wants to be a stationary engineer but is informed his Naval experience won't qualify him to obtain a 3rd class license as stationary engineer.

MR. J. A. ESSEX, (Welland, Ont.): We have a demand for stationary engineers. Naval men with long experience in the engine room cannot qualify under the Provincial Laws. Men from the Province of Quebec without as much experience come and produce Third Engineers papers. What is the answer to that?

MR. FRED HAWES: Stationary engineering is not one of the designated trades. The Ontario Department of Labour have a separate branch which deals with Stationary Engineers. It has been functioning for over twenty-five years. They are very jealous of their prerogative and still control the issue of certificates. I will take the matter up with Mr. Sharp and relay



the information to Mr. Richardson and he can then inform you of the facts. The Fourth Class is the lowest certificate issued. It does seem reasonable that a Chief Petty Officer who has served at sea in a ship's engine room should rate higher than that.

In accordance with this promise the following information was sent to all Citizens' Committees by Mr. J. J. Richardson on August 3rd, 1946.

## **THE OPERATING ENGINEERS ACT**

O. Reg. 89/45

Examinations—discharged members of the Armed Forces

Amending Reg. 5 of O. Reg. 239/44

Approved—November 8th, 1945.

Filed—November 12th, 1945, 11:00 a.m.

### **REGULATIONS MADE UNDER THE OPERATING ENGINEERS ACT UPON THE RECOMMENDATION OF THE MINISTER**

Examinations—Discharged Members of the Armed Forces

1. Regulation 5 of Ontario Regulations 239/44 is amended by adding thereto the following clauses:

(g) Operating engineers in His Majesty's Armed Forces who held a current certificate at the time of their enlistment, and who have been honourably discharged, and who present themselves for examination for a higher grade of certificate, shall be allowed, at the discretion of the Board of Examiners, such time served with the forces, or part thereof, as time served in accordance with the requirements of these regulations.

(h) Men who have been honourably discharged from His Majesty's Armed Forces and who complete the six month's course in stationary engineering at any Training and Re-Establishment Institute, or six months' operating experience in a stationary steam plant within the meaning of the Act, shall be eligible to write the examination for an Ontario fourth-class stationary engineer's certificate. (S. 3, cl. d.).

2. Ontario Regulations 34/45 are revoked.

Letter to J. J. Richardson from Mr. John Sharpe, Chairman, Ontario Apprenticeship Board:

"Mr. F. J. Hawes of the Apprenticeship Branch, Department of Labour has requested that I write you with regard to ex-service men desiring to take up stationary engineering.

At the present time, men discharged from the Army, Navy or Air Force, desiring to qualify for stationary engineer's certificate must comply with the provisions of Order-in-Council of November, 1945, copy of which is enclosed.

Prior to this date, and on the recommendation of the Royal Commission on Rehabilitation under Colonel Bovey in June 1945, Stoker Petty Officers and E. R. A.s were permitted to write the third-class stationary engineer's examination without having any stationary operating experience and they failed to obtain above 35% marks and 60% is required to pass. The same condition applies to stoker ratings writing the fourth-class examination, over 80% failed to obtain sufficient marks to pass, and Lieut. McLeese of H.M.C.S. York can verify the above examination results.

At the present time there are approximately 300 students taking the stationary engineer's course at the various Training and Rehabilitation Schools in Ontario, and the result of this training has demonstrated its value. On June 28th, 1945, thirty students from the Toronto School wrote the fourth-class examination and all candidates passed, the majority obtaining over 80% marks. The course has the additional advantage in that it also prepares the candidate for writing the examination for a higher grade of certificate.

Experience during the past two years has demonstrated beyond any doubt, that in the interests of ex-service men desiring to enter the field of stationary engineering above the fourth-class grade, the training course provided by the Schools, which is in compliance with the Order-in-Council heretofore referred to, is both desirable and necessary."

MR. JAMES A. ESSEX: "How long does it take a man with five or six years experience as a motor mechanic, say in the Ordnance Corps or Motor Transports, to obtain a license to work in an ordinary garage?"

MR. FRED HAWES: In the Province of Ontario a man must have a certificate of qualification in order to be legally in business. Any ex-service man with five years experience as a motor mechanic may appear before any of our evaluators of which we have scores throughout the Province. If he qualifies a certificate is issued immediately.

If there is likely to be any delay in issuing the certificate and if the man has qualified, we send him a letter authorizing him to start work. We have done that in scores of instances. Our evaluators lean backward to grant qualification where ex-service men are concerned.

MR. JAMES A. ESSEX: "It is not your Department. It is the garages. They wont take them."

MR. H. G. MACLACHLAN: I suggest to the delegates that very often service experience is not exactly the type of experience required by an operator of a garage. The evaluators are thinking of efficiency in the public garages. If they grant three or four years apprenticeship for five years service experience, I think that is reasonably fair. If an ex-service man had had two years garage experience before he entered the service the evaluator would probably recommend that he be granted his full qualification certificate.



MR. F. HAWES: It isn't doing any veteran a kindness to tell him he is better than he really is. His real qualifications and experience are soon found out by his employer. The man who is not expert in his job will be first to be laid off when competition eases. The main thing is to see that every ex-service man is so well qualified he will be better than the rest when jobs are not so plentiful.

MR. JOHN J. E. G. KING, (Port Colborne): Is a man who enlisted in the War Emergency Plan and signed an affidavit that on completion he would tender his services to the R.C.A.F. and was subsequently loaned out without pay, entitled to C. V. T.?

MR. E. B. REID: No. His civilian life was not interrupted like the lives of men in the services.

GENERAL BRUCE MATTHEWS: "What percentage having started training are rejected or fail?"

MR. F. HAWES: "Less than 2%."

MR. E. B. REID: Referring to a case mentioned by Mr. Vansickle of Brantford—If a man is forced to wait his turn for C. V. T. and cannot obtain temporary employment he is entitled to out of work benefits. The fact that he drew out of work benefits while awaiting training would not affect his standing when he finished.

MR. MONTAGUE: "Is there any fear of overcrowding the various designated trades?"

MR. HAWES: Yes—the electrical, plumbing and steam-fitting trades may experience some over-crowding when conditions settle back to normal. Applicants should be cautioned. It is very difficult to speak with absolute assurance because much depends upon how the tremendous building programme will unfold itself and that in turn depends on the availability of supplies and materials.

## THE HOUSING PROBLEM

MR. E. B. REID in the Chair: I will ask Mr. Taylor of Central Housing and Mortgage Corporation to introduce this subject. (See pages 44 to 48, London Conference).

## DISCUSSION

MR. H. C. RITCHIE: "You said Mr. Taylor, that if a veteran has his home 75% completed he can obtain special priorities to finish the rest. Where under heaven are they going to obtain materials that will enable them to build a house to the stage where it is 75% completed?"

MR. A. B. TAYLOR: Frankly, I don't know, but that is how the Act is worded, and it is what we must go by. I think the clause was intended to hasten the completion of houses already well advanced.

CHAIRMAN REID: That is correct. There were thousands of houses across the Dominion which were only a few weeks or days from completion. They would be fit for occupancy if priorities were given for certain necessary materials.

## INTEGRATED HOUSING

MR. R. W. RICHARDSON, (Niagara-on-the-Lake): Are the loans you referred to available to any contractor?"

MR. TAYLOR: "If we are shown the need for houses we will go into almost any area."

MR. RICHARDSON: "Is the approach first to the Central Mortgage Corporation?"

MR. TAYLOR: "Yes. By the contractor."

MR. W. R. RODGER: "Is the municipality involved financially in any way?"

MR. TAYLOR: "No. All the municipality need do is vouch for the fact the houses are really required."

MR. W. R. RODGER: In our community we have three lumber yards. Until the Government came and "froze" the lumber in those yards the plant manager brought supplies in from the north and sold what he had to who ever wanted it. Now the lumber is piled in the yards, the plant has closed down and the manager left a girl in charge of the office while he went on three weeks vacation. There is no priority there. I know what I'm talking about; I run the bank.

MR. TAYLOR: "I would appreciate being given full details."

MR. W. R. RODGER: "I'll see that you get them."

MAYOR LAWRENCE, (Hamilton): "Must a veteran have his home 75% completed before he qualifies for any priority?"

CHAIRMAN REID: There is no provision for priorities for veterans wishing to build *their own homes*. This Integrated Housing plan permits contractors special priorities to build *ten or more homes in communities which require them*, because it is reasonable to suppose a contractor with materials on the job could build ten houses quicker than ten individuals could build one each. However provision is made that veterans shall have the first opportunity to purchase the homes. The veteran has the privilege of inspecting the plans, etc., and entering into an agreement with the contractor to build the type of house he requires as one of the group.

(See other discussions pages 44 to 88 London Conference.)

MRS. VAUGHAN WRIGHT: "Do the houses have to be built side by side or in a group?"



MR. TAYLOR: "No. The contractor can be building ten houses anywhere in the community."

MRS. VAUGHAN WRIGHT: "Is it not a fact that the prices charged for homes built under the Integrated Plan are more than the average veteran can afford to pay, in which case the regulations giving veterans first refusal don't really mean very much."

MR. TAYLOR: "The maximum price for any home built under this scheme is definitely set by the Government." In Hamilton contractors are building houses with two, three and a few with four bedrooms. Two bedroom houses sell at from \$4,600. to \$5,200. Three bedrooms at from \$5,600. to \$5,800.

MR. H. C. RITCHIE: In Ancaster a house with three bedrooms costs from \$6,300. to \$7,000.

MR. BRANDON BRYERS: "That is under the V.L.A. That is a different plan entirely."

MR. R. W. RICHARDSON: "Who designs these houses?" Are the plans restricted?"

MR. TAYLOR: "Our Company has plans available for a wide variety of homes which cost only \$10.00. However plans by any local architects would be acceptable." All lending institutions have sketch designs from which a person may choose. The plans are not restricted.

MR. RICHARDSON: What about type of construction and class of materials. Are stucco houses approved?

MR. TAYLOR: We set a minimum standard of construction which must be adhered to, but any sound plan of an architect, including stucco houses will be approved.

MR. H. C. RITCHIE: "The houses being built on Main Street sell for over \$6,000.

MR. TAYLOR: They are selling for \$6,300. to \$6,800. but they are not being built under the Integrated Plan. They are being built privately.

MR. H. C. RITCHIE: "The sore spot with veterans is this. Many are good carpenters, bricklayers, cement workers, etc. They could build or help build their own homes and they could build them for much less than the price the contractor is permitted by the Government to charge—if only they could obtain the materials."

MR. TAYLOR: "We all appreciate there is a great shortage of materials. The idea of Integrated Housing was to limit priorities to contractors who could build the largest number of houses in the shortest possible time. There is no doubt a veteran could build more cheaply if he counted his own time as of no value."

CHAIRMAN REID: We must not forget that we are actually building 70,000 homes this year whereas in normal times we built about half that number. There is bound to be difficulty obtaining materials.

GENERAL A. BRUCE MATTHEWS: "Can a veteran who owns a lot upon which he desires to build engage an older private contractor and even help with the work himself and obtain priorities, or must he deal with one of the big contractors? If he must deal through a big contractor then it seems to me the individual who wishes to put some individual effort into his home is discriminated against."

MR. TAYLOR: "Under the Act there is no provision made for the individual builder. He must get out and scramble for his materials with the rest."

MRS. VAUGHAN WRIGHT: "If an individual has obtained enough materials to build 75% how does he obtain priorities for the materials to finish his house?"

MR. MONTAGUE: By applying to his Veterans Officer or direct to D. V. A. The necessary documents are then forwarded to Ottawa and the individual receives an endorsed priority document.

MR. R. W. RICHARDSON, (Niagara-on-the-Lake): "I never heard of this Integrated Plan before."

MR. TAYLOR: "I can't say if all municipalities were informed. All lending institutions were."

MR. RICHARDSON: Until recently the lending institutions were reluctant to deal with small communities.

MR. TAYLOR: "That attitude has changed since the Integrated Housing was introduced."

MR. J. J. RICHARDSON: "I feel the Citizens' Committees of all communities should be kept fully informed regarding new government measures. They are most vitally interested in all angles of Veteran Welfare."

CHAIRMAN REID: I think your point is well taken. I did not know of the Integrated Housing Plan until I heard it explained in London. I am sure many veterans are equally ignorant.

MAYOR LAWRENCE: Our experience is that only 30% of the veterans urgently needing shelter wish to purchase their homes. The other seek rentals. I will explain the scheme we are working in Hamilton. We have four or five contractors busy. They agreed to build cottages of either brick, stucco or frame for \$3,800. They had basements, decent sized living room, two bedrooms, kitchen, bathroom, everything complete—furnace, hot water heater, laundry tubs, etc. Sidewalks and sewers had been paid for. The only local improvements they will have to pay for will be paving, some years from now. Amortized over twenty years it costs \$20.50 a month to carry. Recently the builder asked for and received another



\$150,00 each for building the type of cottage I have described. I don't think any other community has been able to do what Hamilton City Council has done regarding obtaining the co-operation of their builders. Toronto could not get them to come within \$800. of the price we obtained. I think it will be agreed the veterans in Hamilton are not being soaked regarding the price they pay for the class of accommodation they are given.

The lots upon which these houses were built were tax sale lots. The veteran paid \$1.00 for lots up to \$300. and the balance if they valued over \$300. By giving our veterans the lots and certain other privileges we reduced the total cost of each house by at least \$450.00.

CHAIRMAN REID: Through the generosity of the Hamilton Municipality the veterans receive an equity of \$450.00 in his home and from then on the contractor can be financed under the Central Mortgage and Housing Corporation.

MR. A. L. TAMBLING, (Dunnville): "If a contractor is going to build the houses how is he expected to finance such a project?"

MR. TAYLOR: He can make application for his loans prior to the time he starts building. The government will take over 95% of the first \$2,000. and 85% of the smaller loans. We will advance one third of the loan when the roof is on the house. We do not hold out until the house is completed. Once the house is completed and he sells to a veteran the veteran assumes the mortgage. We relieve the contractor of responsibility for the original mortgage when we approve the sale.

## VETERANS LAND ACT

CHAIRMAN REID called on Mr. Charles Nixon to introduce the discussion on the Veterans Land Act.

MR. CHARLES NIXON, District Superintendent for Ontario: (See report on Veterans Land Act Administration given at London Conference pages 41 to 44. Additional information follows.)

An individual veteran may purchase his own lot provided it complies with the regulations regarding size, price, taxes, location, etc., and he may build his own home. If qualified he may build it himself or contract to have others build it for him.

MR. W. R. RODGER: Under the present system no token payment is made when a veteran gets a property owner to sign an agreement for sale. Do you consider this agreement legal and binding? Cases are reported in which the owner has backed down for one reason or another before the V. L. A. closed the deal.

MR. NIXON: The agreement to sell forms when signed may or may not be legal and binding. But there is no provision under the V. L. A. to make what you call a token payment.

MR. RODGER: Our solicitor claims the agreement to sell is not legal and binding unless a payment has been made and accepted. Last August we had a case where a farmer backed down after the farm had been appraised and the price approved. We asked the V. L. A. to take action and they demurred. They said the veteran could take action because I had embodied in the offer to purchase the sum of \$100.00. We finally got the veteran on the farm, last April 1st,. The farmer through his solicitor claims no payment had been received from V. L. A. two days ago. It would seem unreasonably slow unless there is some hitch in obtaining a clear title.

MR. NIXON: I recall that case.

MR. W. R. RODGER: I know another case. A grandfather sold his farm to his grandson. He intended to buy a small house in which to live. He had received no money six months after the deal was closed. He can't buy the house he wanted. If a local solicitor was employed to search the title and close the deal instead of everything being done in Toronto matters might be speeded up.

MR. NIXON: We tried the plan you suggest when we first started. We had solicitors all over the province. All we got was procrastinations. That is why the system was changed. Our present system was recently investigated by the Department of Justice and to use their own words "they are satisfied that it is the best system we could have in this province."

In the West they tear up the old deed and make a new one. We can't do that. We must go back as far as fifty years and search the title.

I have investigated some two hundred cases in which undue delay was charged but I have yet to find our solicitor in Toronto to blame. The delay is usually caused either by the Vendor or his solicitor. Many delays were due to undischarged mortgages dating back many years and the principals must be found to sign off in order to get a clear title.

MR. RODGER: The length of time some of these V. L. A. cases hang fire mitigate against the veteran. Is there no way you can get one of your local D. V. A. officials to see the vendor and say, "you produce the information and documents and here is your money." I will undertake to get fast action on anything you want to close a deal in our district.

MR. NIXON: Thank you. Your Citizens' Committees could do a great deal if you spoke to the vendor's solicitor, and hurried him up and saw he carried out his instructions as given. I didn't frame the V. L. A. but we repeatedly have delays caused by vendor's solicitors writing to say, "I won't do this—I haven't done this in twenty years," etc.

MRS. VAUGHAN WRIGHT: Is it correct you only employ one law firm to handle the V. L. A. business for the entire province?

MR. NIXON: Yes.

MRS. VAUGHAN WRIGHT: How then can you expect to conduct your business with dispatch?



MR. NIXON: I ask you to believe me when I say in over two hundred cases of delay investigated I never yet found our solicitor at fault.

MRS. WRIGHT: It would seem reasonable to suppose if you had others equally competent the work would be done more quickly.

MR. RODGER: Have you had many cases in which the vendor agreed to sell and then sold to some other person before your officials closed the deal.

MR. NIXON: Yes. A few were sold that way which we would have liked to buy but many others were unsuitable or not worth the price asked.

MR. RODGER: Do you think an active Citizens' Committee could inspect a property and put your Department on reasonably safe ground? As local business men they should have a good idea of property values in their communities.

MR. NIXON: With this exception. If a local member of the Citizens' Committee agreed with a vendor his place was worth \$5,000. and then our experts valued it at \$4,000. we would never get it at that price. We would have no objection to a member of your Committees going with the veteran to discuss the proposed deal providing price wasn't mentioned to the vendor. I do not wish to brag but our Department has saved veterans hundreds of thousands of dollars.

MR. RODGER: You purchase and then sell back to the veteran?

MR. NIXON: Yes, that is the principal.

MR. RODGER: Major Gooding of Port Colborne wanted to purchase a 55 acre farm. He was told by the Dundas officials it would be two months before they could handle his application. The widow who owned it put it up for sale. It was good value. I called your Mr. Shaw to try and get some action. He informed me that Major Gooding was Postmaster and employed full time. He said it was not a suitable place for Major Gooding and that they were not setting up gentlemen farmers. I think it was up to Major Gooding to decide how he would work the farm. However, he was in a position to buy it himself. But what if he couldn't have financed the deal himself?

MR. NIXON: Mr. Shaw was perfectly right. There is no provision in the Act to set up gentlemen farmers. A man with a full time job cannot work 55 acres. The only way he can benefit by the Act is to purchase a small holding.

CHAIRMAN REID: Too many veterans neglect to qualify before they make application to purchase some place they suddenly hear about. In Toronto alone they handle an average of two hundred applications a week from veterans who wish to qualify for benefits under V. L. A. Multiply that by those who file applications at other points and the V. L. A. officials just can't handle the new one in a minute. A veteran can apply for qualification even if he does not intend to purchase for two years. There are thirty-five specific reasons why some veterans won't qualify even if they have the necessary service.

MR. E. L. VANSICKLE: What is the maximum acreage for a small holding? What age limits are set?

MR. NIXON: We have not set a maximum. We deal with each individual's special requirements and follow the principals laid down by Parliament.

Regarding the age limit for full time farming we feel an ex-service-man past 48 years of age and who while born on a farm hadn't followed farming for several years before enlistment would hardly be likely to prove successful. The carrying charges for an older man engaged in full time farming would also be heavier because his loan would have to be paid off in ten or fifteen years while a younger man could spread his payments over twenty or twenty-five years. All applications are however dealt with in accordance with their individual merits. We would consider favourably the application of a man who had been engaged successfully in farming to within three or four years of the date of his application.

MR. VANSICKLE: How do you treat the dual service veteran between 49 and 52 years of age who applies for a small holding?

MR. NIXON: It depends entirely upon the likelihood of the individual being able to carry out his contract, meet his financial obligations and repay the loan in the time set forth in the agreement.

MR. REID: Exactly the same conditions apply to all veterans. Before qualification for benefit under V. L. A. is granted the applicant must satisfy the board he is a sound financial investment and will repay the government the public funds they use to help him re-establish himself.

MR. VANSICKLE: I know an Indian—after World War I he was settled under the Land Settlement Act. He failed and so did two other farmers who followed him. His failure wasn't entirely his own fault. He served again. He has been refused qualification to benefit under V. L. A. because he failed under the Land Settlement scheme and is over forty-eight. This veteran given the necessary aid could take over a farm which has been successfully operated by his wife's people on exceptionally favourable terms.

MR. NIXON: That man was disqualified because he still owes the government money from the Land Settlement deal. There is nothing we can do about a case like that. He must first repay what he owes on the old transaction.

MR. VANSICKLE: The case has been referred to Ottawa. We feel there should be exceptions made. The man I speak of knows nothing but farming.

LIEUT. E. B. ROACH: How much leeway have you when considering an application which is slightly under the minimum requirements of the Act? I know an ex-service naval man who had to pay \$50.00 a month rent in the city who was refused assistance under the V. L. A. because the lot on which the house stood was a few feet short of the required half acre. It would seem the V. L. A. officials were more concerned



with the dimensions being correct rather than re-establishing the veteran. They just washed their hands of that case.

MR. NIXON: It may sound that way. We are governed by the Act and must obey its regulations.

LIEUT. E. B. ROACH: I know another veteran who is settled on a much smaller lot than the one previously mentioned.

MR. NIXON: I can explain that case. The man referred to was seriously disabled. The minister gave us special authority to deal with special cases which were blind, single or double amps, etc., but you will be surprised to learn the veterans themselves killed that policy. They wrote in and said, we don't care if he hadn't his arms or his legs or his eyes. We are entitled to just the same privilege." When this happened the director said, "it will now be one-half acre for everybody."

\* The Act was again changed in October. The minimum requirements now is 2 acres, if the land is valued at \$300. or more and 3 acres if the land is worth less than \$300. an acre, except in specially deserving cases when the size may be reduced as much as 20%.

CHAIRMAN REID: I would like to remind the meeting that the government passed "*A Veterans' Land Act*" not a Veterans' Housing Act. Any man with substantial credits can buy under the various Housing Acts.

MR. H. R. MACLACHLAN, (St. Catharines, Ont.): Are V. L. A. homes usually amortized for twenty-five years—how much can they be reduced?

MR. NIXON: In most cases the payments cover twenty-five years. In some, depending on the age of the individual, they cover only fifteen years. Any person settled under the V. L. A. can however pay off any part or all the mortgage at any time.

MR. O. F. BOASE, (St. Catharines): I feel this discussion has continued long enough to show that the delegates are not entirely satisfied with the administration of the Veterans' Land Act. Perhaps the staff are not to blame for the delays between time of application and qualification—the delays between the day a veteran makes selection of a property and the day V. L. A. sets valuation—the delays between the signing of a non-binding agreement to sell by the Vendor and the closing of the deal by V. L. A. but I do feel a strongly worded resolution should go from this meeting deploing these delays and asking those in authority to investigate and place the blame where it rightly belongs.

CHAIRMAN REID: While quite in sympathy with the feelings of the delegates I am quite satisfied that the delays experienced are not the fault of V. L. A. officials. There has been no evidence produced here to prove the V. L. A. administration is at fault. I welcome any suggestions for improvement, but I wouldn't like to see this meeting pass a vote of censure. I don't think we have sufficient knowledge of the facts concerning delays in certain individual cases.

MR. VANSICKLE: While it is only reasonable to criticize the V. L. A. where delays seem unreasonable it is only fair to say I know of other cases in which there has been the speediest possible action taken. I called Mr. Grier one morning and the appraiser was on the job the same afternoon.

CHAIRMAN REID: I am not trying to cut off criticism but I do feel before we pass a vote of censure we should be in possession of all facts. I think Mr. Nixon has taken the proper stand. He says, "give me specific cases and I will investigate any delays and report back to the Committee concerned the circumstances."

MR. O. F. BOASE: I want it distinctly understood that there is a feeling in this gathering that there have been unnecessary delays. We want that fact brought to the attention of the proper authorities so they can take the necessary action to eliminate bottlenecks no matter where they are found. I suggest all Citizens' Committees obtain the facts regarding cases in which there appears to have been unnecessary delay and take steps to secure immediate action and remove the bottlenecks. As long as the necessary publicity has been given to this matter to ensure action I am satisfied.

CHAIRMAN REID: Mr. Nixon will appreciate information regarding delays in specific cases. He has 16,000 individuals on file. He can't have personal knowledge of them all. In that number of cases there are bound to be some delays.

MR. NIXON: I don't claim that we who are charged with the administration of the V. L. A. are infallible. We make mistakes—everybody does. I promise however, that if mistakes, unreasonable delays, or faulty administration, is brought to my attention, they will be corrected as speedily as possible.

End of Morning Session.

## FRIDAY AFTERNOON SESSION — HAMILTON

CHAIRMAN REID called on Colonel Steel, District Supervisor of Training to speak. He covered much the same ground as reported on pages 49 to 51 of the London Conference.

## QUESTIONS REGARDING TRAINING

MR. W. R. RODGER: Have the various committees made surveys to locate the opportunities for "Training on the Job" in their localities. In a city the size of Port Colborne we were amazed to find we had only about fifteen. When we tried to place plumbers, steam fitters, etc., we bumped into the unions—the question of seniority came up—the unions wanted to bring along their own men.

COL. H. W. STEEL, D.C.M.: "I usually receive a weekly report of surveys made by our fieldmen. I don't remember ever receiving a survey that might rightly be stated to be from a Citizens' Committee. Yours would be a good idea if it could be put across."



MR. S. W. CLINE: For the information of the delegates who voiced the opinion that veterans in training should be returned to their own communities for employment if possible, in Hamilton we have our Employment Adviser go down to the training school two days a week. We always advise a graduate to return to his own community if employment prospects are satisfactory.

MR. STEEL: I brought that subject up at the District Supervisors' conference recently held in Ottawa. I was promptly sat on. I was told this was a free country and a veteran had the right to seek employment and live anywhere he liked. We have no authority to send them back to their own home towns.

MR. S. W. CLINE: When a student comes to see us before he graduates we advise him regarding the conditions and possibilities of employment in his particular trade and the future prospects in various localities. We also make out a card 701 and send it to his home address so his relatives know two to three weeks in advance that he is about to graduate. If there are good opportunities for employment in his community his friends and the Citizens' Committee have time to make him an offer. We can't force him to return.

CHAIRMAN REID: The Director of Training in Ottawa is trying to establish a basis of need in various trades across the Dominion using the last report of the Bureau of Statistics and I think the Citizens' Committees will be contacted in this regard. I will now call on Mr. Tyrrell to introduce Personal Services.

MR. W. C. TYRRELL: Assistant District Superintendent of Rehabilitation for D. V. A. Hamilton: This is a subject of human interest. No Act of Parliament can begin to cover the social and economic problems the discharged personnel meet on their return to civil life. The Citizens' Committees co-operating with the clubs and local agencies can be of great assistance. They are well qualified to assist the local veteran to recognize his particular problem, discuss the solution, lay out a programme and secure community backing if necessary.

## VARIOUS PROBLEMS

Housing: This is probably the greatest single worry a veteran has. Unless he has proper accommodation he cannot assume his proper place as head of his own household. If he can't, considerable friction leading to domestic discord may result.

Domestic Discord in addition to housing difficulties also results from living with relatives, infidelity, a spirit of independence on the part of the wife due to employment during the war, Old Country wives facing new conditions in strange surroundings.

Shortage of Materials has also affected the economic standing of veterans starting business and Citizens' Committees might help by using their influence locally or in Ottawa.

**Out of Work Allowances:** To obtain these it is necessary for both the veteran and other to certify that no suitable employment is available.

**Temporary Incapacitation Allowances:** A veteran is required to submit a medical certificate certifying he is temporarily unable to work.

Veterans Officers are located at the nearest N. E. S. office. They may accept applications for the allowances and are instructed to aid the veteran in every way to solve his problems.

**Advisory Centres:** In Hamilton the Citizens' Committee has a large panel of Citizens' who willingly offer their advice and help to veterans who seem unable to decide exactly what is the best action to take to secure future social security.

Special Cases Boards have been set up in each district to study individual cases in which rehabilitation seems to have been retarded for one reason or another. These boards usually consist of a Chairman and Secretary from the personal services section, a doctor, a representative of the Casualty Rehabilitation section, a counsellor to give aptitude tests, representatives from N. E. S., a member from the local veterans organizations, social agencies and Citizens' Committee. It is requested that any person knowing of a case deserving the attention of the Special Cases Board bring it to our attention as soon as possible.

**MRS. VAUGHAN WRIGHT:** "What procedure should Citizens' Committees take to bring "Special Cases" to the attention of your board?"

**MR. TYRRELL:** I suggest all particulars be submitted in writing. With this information in hand we then consult the files. Then we call the man in for an interview. We try not to let him know he is a "difficult" or "special" case. We try to get to the cause of his difficulties and then take the logical action to solve his problems."

**MRS. WRIGHT:** "Do you help the problem cases still in hospital?"

**MR. TYRRELL:** "The Casualty Rehabilitation Section handles the men still in hospital. If their efforts fail then we take up the case after discharge. The two sections work in close co-operation."

**MR. H. C. RITCHIE:** "I agree the housing problem causes most domestic difficulties. I know there is accommodation available in homes in Hamilton. People are afraid to rent for fear they cannot put them out if they prove unsuitable. Has anything been done to correct this situation?"

**CHAIRMAN REID:** "The D.V.A. put on a campaign last Fall to interest citizens renting spare accommodation to veterans. That campaign produced results in accordance with the intelligent approach and sincerity with which it was conducted in each community. We did secure accommodation for over seven thousand veterans. Edmonton placed 900; other cities accomplished practically nothing."

Providing an agreement for tenancy is for less than five months a landlord can obtain possession at the end of the period stated in the agreement.



MR. JOHN J. E. G. KING, (Port Colborne) : "If Special Cases following discharge terminate casual employment, use up their out-of-work allowances, and become a charge on the municipality what should be done?"

MR. TYRRELL: "The thing is not to wait until that happens. Carrying a "Special Case" for twelve or eighteen months on benefits simply stalls off the date when a solution must be found. The sooner we tackle those cases the better the chances are of doing something constructive for them."

MR. KING: "I know several cases that are unlikely to remain in employment. Is any provision made for those who prove beyond the scope of the Rehabilitation set-up?"

MR. TYRRELL: "Many of that type were problems and community responsibilities before they joined the Services. We are glad to review those cases and do what we can. We don't pretend to accomplish the impossible. It is quite possible they will revert back to the community's responsibility."

MR. H. C. RITCHIE: "Some veterans have bought a house. They can't get possession, and the rents they receive don't meet the carrying charges. What can they do?"

CHAIRMAN REID: "There is nothing under present regulations if the original lease was for over five months."

MRS. WRIGHT: "It is a ridiculous law that prevents a veteran obtaining possession of his own property within a reasonable time."

MR. P. W. GORDON: "Forty percent of all domestic trouble results from poor housing conditions. Why can't the regulations be changed?"

CHAIRMAN REID: "The public could demand a change be made through their Members of Parliament on the floor of the house, but we would probably find we would be putting one veteran out to let another in."

MR. H. D. MACLACHLAN, (St. Catharines): "How does Mr. Tyrrell's Department handle cases of domestic strife? Can a veteran be given legal advice?"

MR. TYRRELL: "We investigate both sides of the question thoroughly. We co-operate with any of the various agencies and then try to bring the couple together and iron out their difficulties. We have had considerable success."

MR. JOHN SIMPSON: Has the Red Cross or Poppy Fund funds available and authority to give emergency cash relief?

MR. TYRRELL: "We have had their support locally but both Naval and Air Force Benevolent Funds give cash to relieve an emergency."

### Casualty Rehabilitation

MR. GARTSHORE introduced this subject as reported on pages 6-7-19-54-56.

MRS. VAUGHAN WRIGHT: "I know a young Air Force Officer who was

very brilliant. He had five University degrees. He was very wealthy. He was severely wounded overseas and spent four years in hospital. He made application for a Chair in a University. He was notified by letter that the position was his. Then when the University authorities saw how disfigured and disabled the officer was they refused to appoint him to the position. It simply broke his heart. I think everything possible should be done to prevent a repetition of such a sad experience."

MR. GARTSHORE: "We tell a prospective employer everything concerning a man's disability and try to place the men into suitable positions in which they can be 100% efficient in spite of the disabilities."

CHAIRMAN REID: D. V. A. is putting on a Coast to Coast publicity campaign to educate employers and convince them that even men with serious disabilities can live active and useful lives if the right kind of jobs are provided. Better understanding among employers has improved tremendously during the past eight or ten years."

MR. C. E. NUTLEY, (Hamilton): "I consider it absolutely essential great care should be taken to make certain that casualty placements are not allowed to get into a rut. The man who has no recreation, hobbies or amusements, seldom remains steadily employed. There must be more to a person's life than eating, sleeping and working. We have still pictures and movies we can loan to any service club or Citizens' Committee showing handicapped men performing a variety of jobs efficiently."

## NAVAL AND AIR FORCE BENEVOLENT FUNDS

LIEUT. E. B. ROACH: The Naval Benevolent Fund now amounts to \$526,000. Any man still in the Navy, any naval veteran, any member of his family are all entitled to benefit from the fund providing all his means to provide funds to meet their financial problems have been expended. In other words they must be up against it and unable to meet the financial difficulty in which they find themselves. In that case write and explain the details to the O. C. of the nearest Naval Division. There is no limit on the amount we can grant to meet the requirements of a really deserving case. The applicant has the option of accepting the financial assistance given as an outright grant or a loan repayable without interest.

F/L O'GORMAN then explained the R. C. A. F. Benevolent Fund as reported on pages 53-54 of the London Conference.

The volunteer chairmen of the R. C. A. F. Fund in Hamilton District are: Hamilton: Mr. Heather of Heather Cartage; St. Catharines: Mr. Seymour; Welland, Port Colborne and Dunnville: Group Capt. Jerry Nash; Niagara Falls, Mr. Cowan, Editor of the Niagara Falls Review.

## CHANGES IN PENSION ACT

DR. M. J. GIBSON, Pension Medical Examiner for C. P. C. Hamilton: (see pages 56 to 59, London Conference).



Female members of the forces have now been given the same status as men, but a widower would not be allowed pension. The children of a female pensioner may be allowed pension at the discretion of the Commission. The ninety day limit in which a veteran had to appeal an adverse ruling by the B. P. C. has been removed. There is now no fixed time limit for veterans of World War II, although veterans of World War I are still required to file their appeal within ninety days. Pensions awarded after long delays not within the control of the applicant may be made retroactive for eighteen months. Any man who served with the Imperials, the Armed Forces of other Dominions or Allied Governments, may be granted supplementary pension to bring it up to Canadian rates provided the man was domiciled in Canada at the time he joined the forces.

There have been disability assessment changes also. A man who is stone deaf in both ears now receives 80% whereas before he only received 50%. The old assessment for certain types of nerve paralysis was 15%; now it is 30%, but good operative treatment may improve such conditions considerably. Double Amps. now receive helplessness allowance for one amputation at the knee or above while the other can be anywhere below the knee. If a man suffers from a temporary attack of malaria he receives 10% for one year. If he suffers more than one attack his pension is increased accordingly. Duodenal ulcers are assessed at 20% for one year and then the patient must be re-examined.

## WOMEN'S REHABILITATION

CHAIRMAN REID: I am going to ask Mrs. Grace L. Arrell, Senior Women's Counsellor, D. V. A. Hamilton to introduce this subject.

MRS. G. L. ARRELL: The D. V. A. rehabilitation programme is exactly the same for ex-service women as it is for men. I intend therefore to deal with certain exceptions that apply to ex-service women. Approximately 46,000 women enlisted; 23,000 in the Army, 16,000 in the R. C. A. F. and 6,600 in the Navy. As of April 1st, 1946, approximately 12,000 women had been discharged on compassionate grounds, medical reasons or problem children, and to resume interrupted University training. By far the greater majority being discharged intend to stay at home. They are married or about to be married and they are interested only in setting up their home and starting housekeeping.

The next largest number seek training as stenographers or some other kind of office work. The next largest group take up hairdressing.

It would seem unfortunate that so many women take stenography or hairdressing because when the most efficient, still in the Armed Forces and Civil Service, are finally released there will be excessive competition in these particular occupations.

The same argument applies to Beauty Treatments. The first thing any sensible woman cuts when hubby's pay envelope is not so fat is beauty treatments, because the average woman can do herself all that really needs doing to keep her looking her best.

A few exceptions are as follows:

1. Medical Treatment: Married women who become pregnant within twelve months of discharge do not receive free medical treatment from D. V. A. unless her husband is unable to pay for her confinement, etc. An unmarried woman who is discharged because she is pregnant may be treated and cared for by D. V. A. if she so desires.

2. Canadian Vocational Training: Married women can take training exactly the same as men. A woman whose husband is under training can enroll and they are both then classed as single for purposes of allowances. We try to counsel married women to make the home and raising their family their real life's work. If they insist on taking C. V. T. then we try to persuade them to learn something that would provide a livelihood in case she was widowed or forced to keep herself. Married women with dependent children must satisfy the authorities that good and satisfactory arrangements have been made for the care of such children while the mother is taking her course.

On the other hand, we encourage unmarried mothers to take C. V. T. because they often have to support a child as well as themselves. The child must be properly cared for before training starts.

Ex-service women are entitled to take training-on-the-job. Dress making and ladies' tailoring are two courses we are trying to put across and the training facilities will be ready about January 1st, 1947.

There is also a course in Homemaking available.

CHAIRMAN REID: I understand three hundred and twelve ex-service women have been placed to date.

## MEDICAL TREATMENT

DR. W. E. RIDDOLLS, Medical Branch, D. V. A. Hamilton: Mr. Chairman, ladies and gentlemen: The objective in all treatment is to restore health as completely as possible. To this end the D. V. A. aims to provide the best that present day medicine and surgery can contribute with modern facilities and skilled staff.

To attain this objective, certain policies have been adopted, and those planned in the past year or so are now functioning. The necessary legislation has been enacted giving authority, and regulations for departmental treatment are in force to keep treatment at the highest possible level, in order to assist in quicker and permanent rehabilitation of the ex-service-man.

Briefly, I will outline the system by which treatment is organized and made uniform:

1. Head Office, strictly administrative, consultants for the Dominion.
2. Regions, Eastern Canada and Western Canada.



3. Districts, District Office, Administration; District Hospital, Liaison, Treatment Centre.

4. Communities, Hospitals—D. V. A. contract, Doctors of Choice.

In relation to the foregoing, certain policies will be of interest to you, regarding: (1) Hospitals, (2) Departmental Medical Staff, (3) Doctor of Choice plan.

Briefly, I will deal with these in order.

1. Departmental Hospitals:

- (i) In close co-operation with Universities and teaching centres.
- (ii) Are staffed for treatment, and diagnosis, by selected consultants, specialists, general duty M.O.'s.
- (iii) Are thus able to give the most modern treatment and to supervise and instruct resident doctors in the hospitals as well as direct the medical care of patients.

2. Selection of doctors for the Department is carried out through the Selection Board at Ottawa, which makes a thorough study of the particular doctor's qualifications before accepting and grading him for Departmental duties.

It is the policy of the Department that all doctor's having to do with diagnosis and treatment shall be either part-time or temporary employees of the Department. This applies to consultants, specialists, general duty medical officers, residents and internes.

3. Medical treatment of veterans by doctors of their choice. The policy was adopted this year whereby a veteran is allowed to attend the doctor of his own choice. This does not waive his privilege of treatment by departmental doctors or in departmental hospitals, nor does it remove departmental authority in the direction of his treatment by the Department if considered necessary.

Ordinarily, patients with pensionable disability or discharged from the service and referred to the Department for treatment, will receive treatment from Departmental doctors and in Departmental hospitals.

All district doctors have been circularized with complete instructions.

This brings us to the subject of classification of patients, which is most important to all of us.

There are twelve classes of patients, only five of which I shall speak about, the others being of Departmental interest only.

**Class 1—Pensioners.**

Applies to veterans who require active remedial treatment for a disabling condition attributable to service.

He is entitled to treatment for his pensionable disability for the rest of his life, in and out of Canada, and while under treatment is paid allowances on the basis of 100% pension.

#### Class 2.

Non-pensioner ex-servicemen coming directly to the Department within thirty days of date of discharge from the services.

Treatment must be continuous.

Will be continued for a year in all cases, and longer if entitlement to pension granted, or continued to a period equal to service in this class.

Hospital allowances: pay and allowances of rank, subsistence if an out-patient.

#### Class 3.

Primarily to aid veteran during period of re-establishment. Is available to every veteran during the post-discharge year for any accident or illness excluding pregnancy and V.D. It has nothing to do with service related disability. This class is available for a year following the end of Class 2 treatment and for trainees. Treatment will be carried to completion, but only in Canada. Allowance on basis of Post-Discharge Re-establishment Order.

#### Class 4.

A benefit extended to veterans who have been conceded entitlement by the C. P. C.; or who gave meritorious service or are receiving W. V. A. and require treatment for an acute disease or disabling condition other than that for which entitlement has been granted.

Qualifications: 1. Acute and remedial conditions.

2. Unable to afford to pay for such treatment, that is income less than \$75.00 a month.

3. Not entitled to treatment from another source.

4. No treatment for T.B., V.D., mental cases, alcoholism, or chronic disease.

Comforts and clothing. No other allowances.

#### Class 5.

Provides domiciliary care to any former member of the Forces who is permanently or temporarily totally disabled. Quarters, maintenance, and necessary treatment are provided according to the means and needs of the veteran. The standard of accommodation is of the highest.

Qualifications: 1. Pensioner or ex-pensioner.

2. Recipient of W.V.A. with meritorious service in a theatre of actual war.



**Treatment:** Continuous treatment carried on to completion in one or other of the classes.

**Treatment Allowances:** When a time is stipulated it refers to the period during which the allowances of any particular class is applicable.

MR. O. S. BOASE: Can any ex-service man, those veterans of World War One, go to any doctor they choose?

DR. OVERHOLT: Yes, but the D. V. A. will only pay for treatment given for a condition for which entitlement has been granted.

MR. O. S. BOASE: Have both doctors and men been circularized regarding the "Doctor of Choice" clause?

DR. OVERHOLT: All doctors in "L" District have received their instructions.

MR. W. H. MONTAGUE: Can a man suffering from psychiatric disorders go to the specialist of his own choice?

DR. OVERHOLT: Yes, providing he has been granted entitlement.

In conclusion Mr. W. R. Rodger and Mr. Bryers strongly urged the continuation of Citizens' Committees for some time to come.

CHAIRMAN REID: I declare the Conference closed.

## NORTH BAY CONFERENCE

### Morning Session

The Rehabilitation Conference of delegates of Regional Community Committees representing northern area of "D" District Department of Veterans Affairs and certain localities westerly thereof in adjoining "G" District, sponsored by the Governments of the Dominion of Canada and the Province of Ontario, met in the Empire Hotel, North Bay, Ontario, on July 15th and 16th, 1946.

The Opening Session convened at 10:20 a.m. on Monday, July 15th, 1946, with Mr. H. W. DeGuerre, District Administrator, "D" District, D. V. A., calling the meeting to order.

MR. H. W. DEGUERRE: Mr. Chairman, Chairmen and Members of Citizens' Committees, ladies and gentlemen: On behalf of the Honourable the Minister of the Department of Veterans' Affairs I welcome you to this Conference and ask you to feel free to approach any of the Departmental officials in connection with any matter on which you seek information. We are well aware of the importance of your positions in your respective communities. We appreciate the sacrifice you have made in travelling to North Bay to attend this conference. We realize the interest, time and effort it requires to make your contribution to the rehabilitation of the returning men and women in your various localities.

Immediately on discharge from the Army, Navy or Air Force, the veteran becomes the problem of this Department. It is our first responsibility to make him physically fit to go out and obtain a job. Our next responsibility is to see that he does obtain a job and properly rehabilitates himself into the civilian stream. In order to do this it may be necessary, especially in the case of younger veterans, to teach them a trade or profession. Unfortunately many will remain in our hospitals and institutions for the rest of their lives.

In Ontario the Department has five Districts established at London, Hamilton, Toronto, Kingston and Ottawa, and very shortly North Bay itself will be established as a new District. We have established in this district of Toronto and Northern Ontario, a headquarters at 55 York Street, Toronto, which occupies eleven floors in a modern building. It is from this headquarters all our activities are directed, including a complete counselling service which we convey, with a more personal service, to the bedside of the seriously disabled. We have in the Toronto District some ten or eleven institutions to recondition veterans. Arrangements have also been made by which the veteran may visit his family doctor or dentist who will then forward the account to us and we will see that it is paid. We also have contracts with a number of hospitals at key points throughout the District where we may place veterans who live near these points. Indeed, the family doctor may send the veteran to the local hospital under certain conditions. The services offered to the veteran by the Clinics of this Department are not surpassed, and may not be equalled, in the Dominion. He receives a more complete examination and diagnosis than I believe it would be possible for civilians to obtain in the City of Toronto unless they were prepared to spend some hundreds of dollars. We look after the veteran while he is out of work; while he is awaiting returns from his business, and while he is temporarily disabled. We also look after the old soldiers who are unable to work, and who have had meritorious service; and their widows. I could hope that sometime in the future a similar service might be extended to all Canadians.

Christie Street Hospital at the present time is our general treatment hospital, and I might say in passing that there is no institution in Canada that has a more efficient staff—medical or administrative. We enjoy the services of many outstanding specialists who contribute their skills, knowledge and advice, not for money but from a higher motive. Our Chief of Surgery has recently been appointed Dean of the Faculty of Medicine for the University of Toronto and at his own request he will continue as Chief Consultant in Surgery in the District. Most of the Active Treatment takes place at this institution.

The Red Chevron houses old soldiers from the last war. Lyndhurst Lodge is our Paraplegic Re-conditioning Centre. Divadale is our General Reconditioning Centre and Scarboro Hall our Neurological Reconditioning Centre. We are taking over Malton Hospital from the Army, an institution of about 500 beds. Others may follow. We have over 200 patients in a pavilion at Toronto East General, and about 75 at the Toronto Hospital



at Weston. We hope that two of the smaller buildings at Sunnybrook will be completed this Fall so we can establish about 400 active Treatment beds at that point for the winter. We expect to reach the peak loan of our hospitalization some time in January or February next year.

By an arrangement between the Federal Department of Labour and the Provincial Department of Education training is carried out which has been authorized, and will be paid for by the Department.

We are also in the manufacturing business. We operate the only artificial eye manufacturing plant in Canada. We manufacture poppies for Armistice Day. We have a very large and complete Orthopaedic and Surgical Appliances Factory servicing all Government Departments and the Workmen's Compensation Board, where metal and wooden legs, feet, arms and hands, splints, boots and other items are manufactured. Without boring you, here are some facts and statistics:

Over 66,000 files are handled each month by our Central Registry.

We have about 500,000 files. We will create a file for every veteran of this war on discharge.

The traffic at our Headquarters' Building amounts to 12,000 per week.

There are over 3,000 on our staff in the District and it is heading for 4,000.

Since April 1944, 28,970 have been authorized to take training in the District, of which 14,237 are now on training.

Another 60,281 have been granted credits amounting to \$10,-556,424.00.

The average number of patients in hospital is 2,400 and is increasing daily.

Over 20,000 veterans attended our Out-Patient Clinics last month.

Over 1,000 operations were performed at Christie Street and our other hospitals last month.

There are about 1,900 admissions to hospital and about the same number of discharges each month.

You will be interested to know that there are about 11,500 visitors at Christie Street Hospital each week, 6,000 of these passing through on Saturday and Sunday.

You will see that this is a tremendous undertaking which keeps us busily engaged.

In order that the Department of Veterans Affairs may function efficiently and rehabilitate every returned man into civilian life successfully, it will be necessary for all Veterans Organizations, Citizens' Committees, Service Clubs and other interested civilians to lend a hand, get behind the programme of the Government, and assist in every possible way.

I would like you to ask everyone in your community if they come across any case where there appears to be a difficulty in connection with Rehabilitation or Treatment, to refrain from writing direct to the Honourable the Minister, the Deputy Minister, or any Head Office official before taking the matter up with District Officials. The Department has been decentralized so as to provide quick and efficient service. We assure you that any communication received will be promptly dealt with. Please address all your communications to the District Administrator, Department of Veterans Affairs, 55 York Street, Toronto. Thank you.

Mr. E. B. Reid, Director of Public Relations, Department of Veterans Affairs, Ottawa, in the Chair.

CHAIRMAN REID: Ladies and gentlemen, we will hear from His Worship, Mayor Stones of North Bay.

MAYOR W. F. STONES: Mr. Chairman, ladies and gentlemen: it gives me a great deal of pleasure to welcome you to North Bay for the second Rehabilitation Conference. I am a great believer in conferences because by getting together we can discuss problems and arrive at a friendly understanding and find a satisfactory solution.

Frankly I don't think the Government's programme, the changes in legislation, or the work of the Citizens' Rehabilitation Committees is understood well enough by civilians or veterans. I think your first task is to advertise your programme and make known your organization and services. I form this conclusion from the fact that so many veterans come to me as Mayor seeking advice and information because they don't seem to know where else to turn. Only last night a veteran asked me for information regarding a D. V. A. housing scheme on the Trout Lake Road. I made enquiries and finally told him to get in touch with officials in New Liskeard. I can't say I agree with building a whole section of houses for returned men. We shouldn't treat our veterans as "men apart." They are just ordinary civilians once they are out of the services. They have some deferred pay and credits due to them and we should consider it a duty to help them invest their money to the best possible advantage.

I know you are going to be busy, but I hope you will have some time to enjoy a little recreation and pleasure. I take great pleasure therefore in welcoming you all to North Bay.

CHAIRMAN REID: Thank you, Mayor Stones.

Note: See "The Community Problem" as presented by Chairman Reid, pages 3 to 8 of London Conference.

I am now going to ask Mr. Parliament, our Superintendent of Rehabilitation, if he will take over from here.

MR. G. H. PARLIAMENT: Superintendent of Rehabilitation, "D" District, D. V. A.: Mr. Chairman, Chairmen and members of Citizens' Committees, ladies and gentlemen: Since the last Conference, thousands of men have been discharged from the Services and have returned to your com-



munities. While the rehabilitation programme has not functioned 100%, still I think you will agree with me that a very good job has been done. However, our efforts would have been in vain had it not been for the whole-hearted co-operation and assistance rendered by your Committees. You have been quick to point out our errors but never in a critical way, and as a result of your observations appropriate action was taken and the rehabilitation machinery is now functioning with a greater degree of efficiency. I hope you will not take from this an indication that your services are no longer required, but on the other hand, let me emphasize in the strongest language possible, that our greatest job lies ahead and that we must continue to put forward every effort to assist those veterans who find it difficult to re-establish themselves within our several communities.

It has been comparatively simple to assist a veteran to return to his former position. However, what of the older and younger veteran—the one who left school for the Armed Services and the other who now finds discrimination against him because of age.

There is also the problem of the physically disabled and the most important problem of those whose rehabilitation has been retarded because of a lack of ability to adjust to civilian life. In the latter cases because of problems associated with housing or employment, these veterans have become involved in social problems which they are unable to overcome without assistance. The agenda has provided an opportunity for a free interchange of ideas on the important phases of rehabilitation. It is my sincere hope, that when this conference ends, you and I may return to our duties better prepared and more strongly resolved than ever to increase our efforts to solve those problems.

During the past year some changes have been made which have broadened interpretations of present legislation. Changes have taken place in treatment, dental and pensions legislation, etc. Dr. Griffin, Dr. Duff and Mr. Sparks will discuss this phase of rehabilitation with you. New rehabilitation legislation is now before the appropriate authorities for approval. You will be notified of changes direct by our District Office.

I would now like to discuss with you ways and means of improving the close liaison that now exists between your Committees and the District Office. Only recently we have been able to make regular scheduled trips by Itinerant Counsellors to your communities. The Itinerant Counsellor has been instructed to contact the Chairman or Secretary of the Citizens' Committee, Chairman or Secretary of the Legion Branch, and the Manager and Veterans' Officer at each Employment Service Office. In this way a close contact is made with the community. If all concerned are informed regarding the date of the scheduled visit appointments can then be made for veterans to see the itinerant counsellor on the day of his visit. This does not prevent urgent cases being handled in between visits. If you feel that a veteran's problem is so urgent that it cannot be handled by the Veterans' Officer, and that the veteran would benefit by counselling, a

word to that effect forwarded to the District Office would receive prompt attention. The veteran will be forwarded a warrant covering his transportation to and from the District Office.

For some time past the Department in Ottawa has published twice monthly a paper known as "Veterans' Affairs." This paper has proved its usefulness in acquainting your Committees with the progress of the rehabilitation programme throughout the Dominion. In order to contact your Committees and discuss problems which originate within our District, we are publishing a monthly paper under the name of "Dee-Vee-Aye." A copy of this new issue will be passed around this morning. This is your paper, through it we propose to keep you informed of changes in legislation, changes in interpretations of regulations and the activities of other Citizens' Committees within our District. In order to make this interesting to all Citizens' Committees, contributions from your District will be welcomed. We would like to hear about your special problems and your solution so that it may be passed on to other Committees within our district who also would like to know of these cases so that they in turn may have a pattern to follow in similar situations. There is a considerable amount of individualism to the solving of specific problems. The benefit of your experience should be made available to other districts and we ask your co-operation in this regard. Incidentally, this district paper is printed at the T.R.I., Gould Street, Toronto (Graphic Arts School) and all the work is done by student veterans.

This conference should be and will be an opportunity for you as members of your community and us as members of the Department of Veterans' Affairs staff, to obtain suggestions and inspiration so that we may be able to return to our several tasks better prepared than ever to render service that the veteran so much deserves.

MR. L. W. ASHCROFT, (Sudbury) : Regarding the request not to write the Minister or his Deputy. If the various heads of Departments at District Headquarters will guarantee prompt replies and quick action there will be no reason to write the Minister. The Sudbury Committee wrote Ottawa when we failed to get satisfactory action from the District Office regarding Medical Services.

CHAIRMAN REID: Last October there were 97,000 discharges in the Dominion. The District Offices did get bogged down.

MR. H. W. DEGUERRE: I certainly have had no complaints regarding communications not receiving attention.

MR. T. J. FAUGHT, (Sudbury) : Those present at the last conference will recall that Doctor Norwich informed us regarding the "Doctor of Choice plan" then under consideration and told us under certain conditions he would authorize local veterans going to local doctors or into local hospitals. We left the convention happy because such policy solved many local problems. We spread the glad tidings around our communities but the local medical men said "Give us that statement in writing." The last



conference was held in June 1945. It took until April 1946 to obtain official confirmation of what Dr. Norwich told us we could do. Such delays should not occur.

CHAIRMAN REID: Mr. Warner, who is our Director of Medical Treatment Services had a lot of headaches before he finally got all the ramifications of the Doctor of Choice Plan organized and straight sailing. Certainly we didn't get into operation as quickly as we anticipated at the time of the meeting last year.

MR. T. J. FAUGHT: It is one case in which D. V. A. fell down absolutely."

MR. H. M. THOMPSON, (Timmins) : I have a veteran discharged a year ago. He left with the Paymaster in Belgium £25. and he contacted our Committee to see if we could get his money back. I wrote to Toronto and had considerable correspondence and they finally told me that the only way he could get his money back was for the veteran himself to apply to the Paymaster General. I wrote the letter, had the veteran sign it, and after six weeks time elapsed no reply was received so I wrote again myself and finally got his money through.

Why should Toronto say they couldn't handle the matter any further? If they couldn't handle it entirely they should have notified us in the first place.

CHAIRMAN REID: That was Army, I presume—the Department of National Defence. For purposes of perhaps saving discussion on this point—I have had similar complaints from one end of Canada to the other—regarding Victory Bonds non-delivered, deferred pay not received, and other financial problems dating back to the time a man was in the Service. I don't think these are District problems, Mr. DeGuerre. We have had to draw them to the Minister's attention to get speedy action.

MR. J. C. GREAVES, (Huntsville) : Have we any official in the District Office we can deal with in connection with personal problems?

MR. G. H. PARLIAMENT: Could that be deferred until Mr. Dawson speaks tomorrow afternoon?

CHAIRMAN REID: Those personal services are on the agenda. We have definite plans.

MR. J. C. GREAVES: I just want to say that up to now I have submitted to Mr. Reid problems which are really social problems. On behalf of our Committee I do want to thank him for the help he has given us on practically every case I have submitted.

CHAIRMAN REID: Thank you very much, Mr. Greaves. We have with us Dr. Griffin who is the Medical Advisor to the Department in this District. He will speak on the "Doctor of Choice" policy.

## REGULATIONS COVERING MEDICAL TREATMENT

DR. B. M. GRIFFIN, Medical Advisor to the Rehabilitation Branch, "D" District, D. V. A.: Mr. Chairman, ladies and gentlemen: As you know members or ex-members of the Forces may apply to the Department of Veterans' Affairs for medical treatment. As you also know, there is no provision made by legislation whereby all ex-service people may be treated for all illnesses for all time. The exception to this principle however, as laid down by the Department regulations—which we shall discuss presently—are, I believe, sufficiently numerous as you will agree, that most eventualities in the case of illness in ex-service people are covered by regulations. Time is not sufficient for reading treatment regulations.

I will have posted on the wall the treatment classes as set forth by present treatment regulations and I shall very briefly enumerate them in their chronological order. In all classes of treatment the suffix "H" would indicate out-patient treatment.

Class 1. (a) Treatment of a pensioner for his pensionable disability or a disability attributable to service, where entitlement has been conceded by the Pension Commission.

(b) Pensioners referred to D. V. A. Hospitals or Specialists by the Pension Commission for observation or diagnosis.

(c) Treatment of members of the North-West Field Force of 1885.

Class 2: Treatment of a condition which was present at the time of the person's discharge or retirement from the forces, and subject to the following conditions:

1. Commenced within thirty days after discharge, or retirement, unless date of commencement has been deferred by the Department where there is the immediate lack of professional or other treatment services, or, where medical judgment precludes immediate treatment within the 30 days and provided, where treatment is deferred, any P. and A. which are payable will be reduced by the amount of any earnings received during the period of deferment.

2. That, except as extended, under the provisions of Paragraphs 3 and 4 below, this treatment shall extend only for one year.

3. If the Pensions Commission rule that the disability for which he is receiving treatment is attributable to service, and in the opinion of Departmental Medical authority, active remedial treatment is necessary, treatment in this class may be continued for two years from date of discharge from the Forces.

4. If the Commission rules that the disability for which he is receiving treatment is attributable to service, and in the opinion of Departmental medical authority it is unlikely that such treatment can be brought to a conclusion within the period of two years mentioned in paragraph 3 hereof, he shall be referred to a special medical board, to be set up by the Depart-



ment for examination and if in the opinion of such Board further remedial treatment is necessary and would be beneficial treatment in this class may be continued with Pay and Allowances for such period of time as the board may recommend.

5. (a) That, during the period in which he is undergoing treatment in hospital in this class, he shall be entitled to receive Pay and Allowances at a daily rate equal to the pay of his rank or rating, including tradesman's pay, group pay or non-substantive pay with which he was being credited at the time of his discharge from the Forces plus an amount equal to the rate of Dependents' Allowance which was being paid or would have been paid had he continued to be a member of the Forces.

(b) That a former member of the forces admitted for treatment in this class and receiving out-patient treatment with Pay and Allowances as provided in Clause 7 shall, in addition to the allowances provided in paragraph (5) (a) hereof, be entitled to a subsistence allowance equal to that to which he would have been entitled under similar circumstances while serving in the Forces.

(c) That an additional allowance may be awarded on behalf of a dependent (other than a brother or a sister), who has become a dependent of the former member of the forces subsequent to his discharge from the forces, at a rate equal to the monthly rate which would have been awarded had he continued to be a member of the Forces, when he is in receipt of Pay and Allowances as herein provided.

(d) That, if the hospital allowance payable under Class 1 is greater than Pay and Allowances, he may, if treatment is continued under conditions (3) and (4) hereof, be transferred to Class 1 with effect from the date of admission to treatment.

6. That the provisions of this class shall be deemed, in the case of a former member of the forces who served in a theatre of actual war, to have come into effect from the date of commencement of treatment; and if he did not so serve, to have come into effect from May 1st, 1943.

Class 3. A former member of the forces whose treatment has been authorized and commenced upon a date not more than 365 days subsequent to discharge from the forces or from treatment in Class 2 and who, in the opinion of Departmental medical authority, requires active remedial treatment or custodial care for a disability which has not been conceded by the Commission to be attributable to service or, a former member of the forces who is undergoing a course of training under the Department with a view to fitting him for rehabilitation and, who during such course of training or instruction, in the opinion of Departmental medical authority, cannot be fitted for rehabilitation without active remedial treatment, or a former member of the forces who is undergoing a course of training under the Department with a view to fitting him for rehabilitation and who, during such course of training or instruction, in the opinion of Department medical authority, requires active remedial treatment; and for the purpose of this

class former member of the forces shall include a member of His Majesty's forces, other than the forces of Canada, who was domiciled in Canada on the date of joining such forces for the purpose of the war with the German Reich, and is domiciled in Canada at the time application for treatment in this Class is made;

Subject to the following conditions:

- (1) That treatment shall be granted in Canada only.
- (2) If entitled by virtue of any contract or agreement to receive the treatment or cost of treatment from another source; such treatment shall be granted subject to the conditions of Clause 26;
- (3) Treatment shall not, unless the Department otherwise directs, be authorized if he was discharged from the forces by reason of improper conduct or misconduct, or if treatment is required for a condition due to misconduct;
- (4) That, except as to a former member of the forces who is entitled to training or other benefits under the Post-Discharge Re-establishment Order or is undergoing a course of training, treatment shall not be furnished under this class for a period in excess of the period of service of the former member of the forces during the War with the German Reich, and in no case for more than 12 months;
- (5) That Special Hospital Allowance may be awarded at the following rates:

Former members of the forces .....	\$50.00
Additional allowance for dependents	
Wife .....	\$20.00
Person in lieu of wife .....	20.00
Each parent .....	15.00
1st and 2nd child, each .....	12.00
3rd child .....	10.00
4th, 5th and 6th child, each .....	8.00

5a. That special Hospital Allowance shall be reduced by such amount as may be received by way of pension, and by way of other income in excess of \$20.00 per month, during the period in which such allowance is paid and as to the Department, having regard to the circumstances of the former member of the forces seems right;

(b) That the rate for a former member of the forces who is in hospital and who has no dependents or other obligations may be further reduced by \$15.00 per month or such lesser amount as to the Department seems right;

(c) That in no case shall Special Hospital Allowance be paid at a rate in excess of that which would be payable if the former member of the forces was in receipt of Class 2 treatment as an in-patient; and



(d) That any such dependent who has become such after the discharge of the former member of the forces shall be deemed to have become a dependent on and from the actual date of his having become such, or from February 1st, 1944, whichever is the later date.

We will proceed to Class 5 since this class is made use of probably more often than Class 4 and is one which may need some little clarification. We find Class 5 as follows:

Class 5: (a) Those members of the forces who are in receipt of pension or who served in a theatre of actual war and who were awarded pensions or who have not been awarded pensions or who gave meritorious service in an actual theatre of war; or former members of the Imperial Forces who served in the late war and who were resident or domiciled in Canada on the 4th day of August, 1914, provided such persons are in receipt of pension for disabilities related to their said service, or former members of the forces or other persons who are recipients of War Veterans Allowances other than as widows; and in any case, who in the opinion of the Department medical authority requires active remedial treatment for an acute disease or disabling condition other than that for which they are or were pensioned.

Subject to the following conditions:

That he, in the opinion of the Department based on information which the Department possesses and/or on a statement made under oath on such form as may be prescribed by the Department in which he was sworn that he is not entitled to the treatment from any other source and that he is unable to arrange for or defray the expense of the treatment required, is without adequate income and/or resources to obtain such treatment elsewhere.

In determining if he is without adequate income or resources to obtain the treatment elsewhere the Department will consider the nature and extent of the treatment in relation to the amount of his income or resources and the extent to which they, having regard to all the circumstances, might be used to defray the cost of treatment. In any case, where he is receiving an income from any source in excess of the amount of pension (including additional pension for his dependents, if any) which would be payable were he in receipt of a 100% pension at the rate applicable to a Lieutenant (Military), this fact will be considered *prima facie* evidence that he is not without adequate income to obtain in-patient treatment elsewhere.

(2) That treatment shall be furnished in Canada only in a hospital operated by the Department or with which the Department has a contract and where treatment can be carried out under the supervision of a salaried officer of the Department, unless, owing to the remoteness of the place of residence or any other adequate reason, his removal for treatment by a salaried officer is, in the opinion of the Department, not practicable, in which case treatment may be furnished elsewhere in Canada;

(3) That treatment shall not be furnished if required for tuberculosis (except surgical tuberculosis) an infectious or contagious disease, a mental disease, alcoholism, drug addiction or a chronic or incurable disease requiring treatment for a prolonged period;

(4) That transportation to and from hospital including meals, if required, may only be furnished if he is without adequate income or resources from which such transportation and meals could, in the opinion of the Department, be provided;

(5b) A former member of the forces who, in the opinion of Departmental medical authority, requires active remedial treatment for a disability in respect of which he is in receipt of payment of pension under the provisions of Section 11 (3) of the Pension Act, or would be in receipt of payment of such pension were he not in hospital.

(5c) A former member of the forces who has been awarded pension including pension awarded under Section 11 (3) of the Pension Act, and who, directly or indirectly, applies for admission to hospital for the treatment of such pensionable disability when, in the opinion of Departmental medical authority, there is uncertainty regarding the need for active remedial hospital treatment, or uncertainty regarding the primary condition for which hospital treatment, observation or care is required.

(5d) A former member of the forces who has been sentenced to imprisonment and who, during the period of his imprisonment, is considered to require active remedial treatment for a disability attributable to service, including treatment for a disability in respect of which pension was, at the commencement of the period of imprisonment, being paid under Section 11 (3) of the Pension Act, provided

1. That admission is requested by the prison authorities.
2. The prison medical officer has certified that such active remedial treatment is required and cannot be provided in a prison or other Provincial institution.
3. That in the opinion of Departmental medical authority, following examination, such treatment is necessary and that the case is suitable for a Departmental hospital.
4. That treatment is not required for a mental disease or a condition due to improper conduct or misconduct.
5. That the cost of transportation for him to or from hospital shall not be a charge against the Department;
6. That the Department shall not be liable for his custody during the time he is receiving treatment.

(5e) A former member of the forces or other person who is in hospital for examination, observation or treatment in another Class or in another subsection of this Class. (If he does not require active remedial treatment for a disability attributable to service, or the treatment for which he was admitted has been brought to a finality, but is in such a serious condition



due to a disability not attributable to service, that, in the opinion of Departmental medical authority, he cannot be immediately discharged, he shall be transferred to this class).

CHAIRMAN REID: I do hope some questions will be asked Dr. Griffin so we will get this important treatment subject back into the general discussion period tomorrow afternoon.

MR. T. J. FAUGHT, (Sudbury): I think there is one question that should be brought up at this time. We find that when we have an urgent case there is too much delay getting them into Christie Street Hospital.

We had a veteran from Sudbury who became ill with spinal trouble a short time ago. We got the District Office by telephone. Authority was given that he be taken to Christie Street Hospital, but they insisted that an escort must come up and get him, while we of the Citizens' Committee had a registered nurse on our Citizens' Committee who was quite qualified to take him down. But they insisted the he couldn't be moved until the escort came up which meant a 24 hour delay. He was 24 hours lying in pain in Sudbury.

DR. B. M. GRIFFIN: I don't know why in that case an escort was necessary. I would have to check the reason, but I know as far as I am personally concerned I would approve anything that would appear to be sensible and the normal thing to do.

MR. L. W. ASHCROFT, (Sudbury): If another similar case arises and the Committee has a nurse capable of travelling with the man will we experience the same delay?

CHAIRMAN REID: I think you have made yourself clear. You have a trained nurse capable of travelling with a patient—get in touch with Toronto Office by telephone direct and advise Mr. Parliament of the circumstances and I think it will be authorized.

### Dental Treatment

CHAIRMAN REID: The matter of dental treatment is the next subject. In December 1945 we had more than 97,000 applications for dental treatment. You know what a load that is to cope with. I am going to ask Dr. Duff to give you information which I know is of interest to every community.

DR. J. H. DUFF: District Supervising Dentist "D" District D. V. A.: Mr. Chairman, ladies and gentlemen: The principal classifications of Ex-service personnel who are receiving free dental treatment are as follows:

1. Ex-Defence Dental Treatment (Dental Requirements on discharge)
  - (a) All ex-service personnel, Canadian forces, receive a dental examination on discharge, by the Canadian Dental Corps.

This treatment according to the above examination is authorized by the Dental Division, Department of Veterans Affairs.

Ex-service personnel, while waiting for authorization of this treatment, may receive emergency treatment from any civilian dentist. Emer-

gency treatment may consist of relief of pain (extraction) or treatment of an aching tooth, treatment for Vincents infection, repairs of broken dentures.

The dentist shall submit his account to the Supervising Dentist of his district, in triplicate, signed by himself and the patient for appraisal and payment according to D. V. A. schedule of fees.

## **METHOD OF ALLOCATING TREATMENT TO DENTISTS**

(b) All ex-service personnel were originally allowed to name their dentist on the application form. This was changed about October 1st, 1945 and this privilege was not allowed. Treatment was to be authorized to Discharged Dental Officers.. Ex-service personnel practically demanded to be allowed to go to their own dentist, consequently Supervising Dentists were allowed to use discretion. We continue to authorize this treatment as far as possible to the discharged Dental Officer, with the idea of helping rehabilitate him, however as far as my office is concerned we have not refused one applicant, upon request, to have this treatment re-authorized to his own Dentist. (This of course involves a lot of extra work and causes further delay).

### **2. Class 3 (Eligible for dental treatment for one year following discharge).**

(a) All ex-service personnel of the Canadian Forces are entitled to free dental treatment for 365 days following the date of discharge, however application for this treatment must be made to the Dental Division of the District in which he resides, and treatment must be authorized before proceeding with treatment, except for strictly emergency treatment.

(b) Ex-service personnel who have had their ex-defence dental treatment completed are still eligible for free dental treatment at the expense of the Department within this year following discharge. It has been the policy as far as possible, to see that ex-service personnel do receive their ex-defence treatment first.

(c) The Department of Veterans Affairs is not responsible for payment of accounts for dental treatment which has not been authorized, except for strictly emergency treatment as mentioned previously.

(d) Dental treatment for this class is extended beyond one year following discharge, for ex-service personnel (1) while they are receiving Rehabilitation Benefits. (2) For those who on discharge were placed in class 2 (requiring active treatment for a disability existing at discharge). Free dental treatment includes this period of class 2 treatment plus 365 days subsequent to discharge from class 2 treatment.

(e) Free dental treatment may be provided former members of His Majesty's Forces other than the Forces of Canada, who were domiciled in Canada at the time application for treatment is made. Example: Members of the Fleet Air Arm attached to the Royal Navy, and members of the Royal Navy.



### **3. Pensioners and those who qualify for Meritorious Service.**

Ex-Service personnel who qualify in this class, in either World War I or II may apply for free dental treatment but their case must be investigated for eligibility according to their financial status. If found eligible dental treatment will be authorized. Under no circumstances are they eligible for dental treatment before investigation, and if found eligible treatment will be authorized. Pensioners for gastric ulcers are eligible without investigation.

This class includes ex-service personnel who have been awarded pensions for service in Canada under the new regulations.

**4. Pensioners for jaw and facial injuries**—are eligible for free dental treatment, while

(a) Receiving pension, or ex-service personnel conceded entitlement by the Canadian Pension Commission for a dental condition due to service.

(b) Arm amputation cases are eligible for free dental treatment.

Ex-service personnel applying for treatment should provide the following information: Name, initials, number, rank, place of discharge and date, whether or not they have received any ex-defence dental treatment, if and when they send application forms to Ottawa.

### **REGULATIONS GOVERNING TYPE OF DENTAL TREATMENT**

There are restrictions as to the type of Dentistry which may be authorized, for example—fixed bridgework is not authorized for replacement of lost teeth back of the anterior six teeth except where a bridge already is in place and has become faulty, and for Prisoners-of-War, arm amputation cases, pensioners for jaw injuries.

I would like to impress upon this gathering that the Department does authorize good dentistry. A silver filling, properly inserted, is just as good as a gold inlay from the standpoint of service.

I am sorry there has been necessarily some delay in authorizing Post Discharge Dental treatment, which has been due to the vast thousands of soldiers being discharged in a short space of time. Dentists all over Canada have been greatly overworked during the past few years and I would ask for tolerance on the part of ex-service personnel and all persons interested.

There may be other ex-service personnel not included in these classifications, who feel they are entitled to free Dental treatment. If they will write to the Supervising Dentist of the District in which he resides, the case will be investigated. When writing, the name in full, present address, rank or number and any other useful information should be given.

I would suggest that if there are any questions you write them out and direct them to my attention and they will be answered in tomorrow's discussion.

Recess followed.

PROVINCIAL PERIOD: Mr. J. J. Richardson in the Chair.

CHAIRMAN RICHARDSON: I am glad again to have the privilege of being with the conference this year and on behalf of the Province I want to thank you very much, all of you, for your continued co-operation in this movement.

The next item on the agenda is one of the most important and refers to the Dominion-Provincial scheme of training. We have two of the principals here this morning to speak to you about training. I am first going to call on Colonel M. C. Finley, Superintendent of C. V. T. for Ontario.

### **Training for Rehabilitation**

COLONEL M. C. FINLEY: I am going to approach this matter in a rather unorthodox manner, but a simple way, if I might. That is by way of questions and answers. I am going to ask the questions and answer them too. The questions are ones which I hope would be asked by members of the Citizens' Rehabilitation Committees all over the country and the answers are those which I would expect to give and I hope would satisfy your questions.

The first is: What is C. V. T.? Canadian Vocational Training is a pre-war baby which has had its name changed three times. It was born before the war—it was a "Used Training Programme." It had its test during the war years as the War Emergency Training Plan and was developed and expanded in 1944 to provide extra facilities for the rehabilitation programme.

What do C. V. T. and D. V. A. have to do with each other today? That is another question which many people ask.

C. V. T. is an implementing organization only. It provides the facilities for training those veterans who have had that training authorized by D. V. A. Veterans cannot apply direct to C. V. T. for training. They apply to D. V. A., they are counselled, and when the training is authorized it is passed to C. V. T. to implement.

Now, what is the purpose and the object of training, rehabilitation training as it applies to C. V. T.?

They are very simple. One is to assist a veteran by training methods to possibly attain the job which he would have had if he had not enlisted, to give a veteran further training to assist him in developing the skills he learned in the service; and to provide refresher training in certain trades or callings that the veteran was engaged in before the War but has become very rusty on during his service years.

Now, what forms of training are available? The first main form of training available through C. V. T. is the training-on-the-job, or training within industry. That phase of training will be discussed by Mr. McKinnon, District Supervisor for Toronto, following myself.

There is also training in our C. V. T. Institute and schools, institutional training and training in private commercial and trade schools throughout the Province.



What is that range of training? The range of training is enormous. There are approximately 85 courses offered in C. V. T. institutes. Those courses run the gamut from brick laying to setting diamonds, from repairing cars to caring for babies, and from tuning pianos, to radio announcing and production. They cover the building trades, most of the mechanical trades, personal services, such as barbering and hairdressing, and photography. Miscellaneous items such as refrigeration and air conditioning and piano tuning which I mentioned and many other courses which are of interest to a large number of veterans.

Another question might be: Where are these courses and schools located and available?

We have eight schools in the Province of Ontario; Fort William, Brockville, Prescott, Toronto, Hamilton, Kitchener, London and Windsor, and they all offer a good many of the eighty courses which I have referred to.

On that particular point I would like to bring to your attention this booklet which has been published by our Ontario Committee. The printing was done at Rehabilitation School at Toronto, at 50 Gould Street, and that covers in very good detail all the courses that are available in C. V. T. institutes. This manual which the O. R. C. hopes will be of great value to you, and it is a manual for which we also in C. V. T. have to thank the Committee for its production, so we may hand it on as we have been given permission to, to the Department of Veterans Affairs if they wish to use it to distribute down through their organization.

There is one point which Mr. Richardson mentioned a moment ago about the entrance qualifications which is mentioned in this booklet. When you read it you will notice that some courses require different grades of educational qualifications. Now don't be too worried about those statements because after all a veteran in his counselling stage is judged upon his experience before the war, his experience during the service, to account for the educational qualifications as stated in the book, and in many cases he does not have to have exactly what is stated.

That again is a Department of Veterans Affairs problem in their counselling and they certainly have looked after it in a very admirable way.

Now what are the features of the C. V. T. courses?

Streamlining is the main feature and a lot of practical work—more practical work than there is theoretical work. They always try and teach a pride of craftsmanship. They do that by having as skilled instructors as it is possible to get. I have to add "that it is possible to get" because the salary problem is always uppermost and to get the best type of men you sometimes have to pay a lot of money and when you are spending somebody else's money it isn't too easy, but we do attempt to give short practical courses.

We also try to teach a certain amount of trade discipline. Mr. Hawes will likely mention quite a bit about that in his talk, but the practical end of doing the projects in the C. V. T. schools familiarizes the veteran with the actual conditions under which he will work when he is out in the world again and it also eases up the apprenticeship requirements. I won't enlarge on this because Mr. Hawes will cover it, but in the designated trades if a man comes in without previous experience and takes the C.V.T. course, that course will give him, if he is successful, a two year rating in that trade.

Another question might easily be—what is the reaction of the veteran to these courses.

The first reaction which is most outstanding is one of serious enthusiasm. I think you can go to any of the schools and you will find nine out of ten of the veterans working in those schools, applying themselves with the utmost diligence. Don't get me wrong, there are plenty of welchers in every organization who want to come in out of the cold. They are in our schools too, but mainly speaking they are applying themselves in an excellent manner and they are showing appreciation for an opportunity to take a course of that type to fit them for their future work, and it has proven, the appreciation and diligence is proven in the fact that there are very few fall by the wayside. Nine out of ten succeed.

What happens after the completion of these courses?

Again, in nine out of ten cases, employment—employment which is arranged through the National Employment Service channels and the National Employment Service has been wonderfully co-operative and they have placed practically every veteran who has graduated from any C. V. T. course. I hope that continues to be a condition which will exist from now until rehabilitation training is completed.

Sometimes the employment is arranged by the man himself. He has a job to go to and knows where it is, and if he doesn't the instructors who know the trade can assist the veteran in getting himself placed.

The last question: How can Citizens' Committees help?

They can help us in many ways: To help they must have complete information and be completely familiar with the procedure of the schools and the courses available. The suggestion was put forward in London that the gates be open for C. V. T. to place its information with Citizens' Committees throughout the country, and when I say information I mean detailed information that you on your part can assist veterans who tell us they are not quite sure what to do and how to go about it to get to the right place and the right people and to get the right course to assist him in his future work.

In the past we have not visited the Citizens' Committees very regularly because of the general policy that the Department of D. V. A. would disseminate the information given to you. We would like the opportunity



now to visit you more frequently, to give you the information which we think you need and would like to have to help the veterans in your community.

You can also assist by making employment for these veterans when they finish their courses. Again the question arose in the London District of getting the veterans who are taking courses in C. V. T. schools back to the district they came from. The machinery is definitely set up through the National Employment Service channels. If you want them back, go to the National Employment Service office and ask for them and they will trace them and tell them of the position, job or opportunity you have to offer. If he is interested he will go back.

Also you can assist in helping the veteran to solve his local personal problems. Many times the veteran comes to the school very unhappy about conditions in general affecting his own particular family, housing, and other personal troubles. There again the Citizens' Committees can help us by having the veteran completely satisfied in his mind when he comes to the school and not have ten thousand different little items bothering him while he is trying to learn his trade.

There is also one little point of trying to guard him against any exploitation after he has finished his course. I would be very glad, if there is time available, to answer any questions.

The training-on-the-job angle will be covered by Mr. McKinnon and we will be pleased to provide you with the information necessary.

There is one little booklet called "The Clearing House" published by the Gypsum, Lime and Alabastine Company of Canada. It is of interest particularly to people in the trade, and it has a very nice reference to our schools showing several pictures of the plastering class in operation. I would like those interested to pick them up.

CHAIRMAN RICHARDSON: Is there any discussion?

MR. T. J. FAUGHT, (Sudbury) : We of the north are not very diplomatic, but I would especially like to point out to you, Mr. Chairman, to the best of our knowledge there is not a representative of Northern Ontario on the O. R. C. I don't think that is the condition that should exist. The whole province should be represented on the Provincial Rehabilitation Committee.

I have gained more knowledge today from the last speaker's remarks regarding training-on-the-job and so forth, than has been given to us ever since the Citizens' Committees were started. I am not at all satisfied that the friendly relations, so emphasized by the speaker, really do exist between the Department of Veterans Affairs, the C. V. T. and the other Departments. I know we in Sudbury have yet to have a visit to our Committee of the training-on-the-job representative. I would like to be assured that there is a friendly feeling exists between the D. V. A. and C. V. T., and I would also like to suggest that a representative of the

Department of C. V. T. be sent to the north to give out the knowledge and information regarding training which I know ex-service men have not got at the present time.

I am a member of the Canadian Legion Rehabilitation Committee for the Province. I can assure the last speaker that we would welcome a representative of C. V. T. to visit the different Legion Branches throughout the northern portion of our Province and explain to them the great benefits that are at the disposal of the ex-service men. I have no hesitation in saying I think C. V. T. and D. V. A. should get much closer together.

True enough, there are restrictions. There are regulations in connection with the British North America Act which prohibits the D.V.A. carrying on the work C.V.T. do. Perhaps we should brush off some of the cobwebs. I do believe we are all interested in ex-service men. I hope the Department of Labour will pay especial attention to this. I think that everything that concerns the veteran should come under the Department of Veterans' Affairs.

CHAIRMAN RICHARDSON: Thank you very much, Mr. Faught. I shall give you an answer about the Ontario Rehabilitation Committee in a moment. I would ask Colonel Finley to tell you first what plans they have in mind to do the very thing you are talking about.

COLONEL C. M. FINLEY: That is the subject we had a little argument about in Sudbury one day, if I recall. Right after that I was at the London Citizens' Committee meeting and made the suggestion that I made here, that Canadian Vocational Training representatives be welcomed and urged to come to see all the Citizens' Committees throughout the country to give you the detailed information about schools and courses and training-on-the-job so you people in turn can assist in the local advisement of veterans, the veterans who still weren't sure what to do.

I assure you, Mr. Reid, London opened up the gate and we accepted the challenge and we are going to visit the C. R. C.s as soon as we can.

CHAIRMAN RICHARDSON: As far as the Province is concerned, Mr. Faught, we certainly do not want to duplicate anything that is done by D. V. A. or any group, but I just want to assure you that the Committee in its present state has nine members and a permanent secretary, your humble servant. Of the nine members we have three from the north country—Jack Akehurst of Kirkland Lake; Stan Wookey from Schumacher and Alex. McIntyre from Dryden. I would say that Northern Ontario is well represented on the O. R. C.

MR. T. J. FAUGHT: The far northern portion, not the North Bay—Sudbury section.

CHAIRMAN RICHARDSON: The O.R.C. Chairman, General Matthews, is giving the organization his personal attention. I am to speak on this subject tomorrow.



MR. L. W. ASHCROFT, (Sudbury) : Mr. Chairman if I can just add to Mr. Faught's comment. We in Sudbury are keenly interested in C. V. T. and T. O. J. As the chairman I extend an invitation now to attend our meeting on the last Friday of this month.

CHAIRMAN RICHARDSON: Thank you very much. I don't want to limit the discussion on this subject. I am sure that Colonel Finley and his group are ready to get together with the Citizens' Committees. As I said before, we want to avoid duplication. Now that the way has been cleared by Ottawa progress will be made. Mr. McKinnon will speak to you now on

### **"Training on the Job"**

MR. A. M. MCKINNON: Mr. Chairman, ladies and gentlemen: I want to try and stick right to the facts and give you a practical illustration of how we follow through in making the placement for training on the job. Right across Canada roughly 20% of the veterans now in training are training on the job. I understand this percentage is climbing steadily.

I do know that here in our District, training-on-the-job placements for the month of June were greater than in any previous month on records.

You may ask: Is this plan working? Frankly, we believe it is. An increasing number of those in authority and in responsible positions now regard this type of training as the most successful and efficient type of training, because this type of training leads directly to permanent employment at good pre-arranged wages.

I will give an actual case history to illustrate three important facts concerning T. O. J. An ex-RCAF instrument mechanic was advised by his father to consider being a dental mechanic.

The young veteran contacted a dental mechanic who offered to train him. The employer actually wanted the trainee to sweep the office floors, clean up the laboratory and act as janitor. He asked D. V. A. to subsidize the veteran for three years. It was an obvious case of exploitation.

We took the veteran in hand. We counselled him, gave him intelligence and aptitude tests and soon found out that mechanics was one thing he was least suited to learn. He was however artistically inclined and was placed with Photo-Engraving. He was employed on contract under which his pay increased gradually during training until he graduated and was guaranteed employment at \$60.00 a week.

This illustrates three points clearly. First, that all veterans seeking T. O. J. should interview the D. V. A. Counsellors or Veterans Officers. Second, T. O. J. is not intended to subsidize industry by supplying cheap veteran labour. Third, it is team work between D. V. A., C. V. T. and employers that makes successful T. O. J. possible. All members of Citizens' Committees can help this plan grow more successful and more popular.

NOTE: See reports on T. O. J. on pages 9 to 12, London Conference.

CHAIRMAN RICHARDSON: Any questions?

MR. J. T. GREAVES, (Huntsville): I would like to ask why a young man with five years overseas who was demobilized in September is still waiting to start his course in refrigeration.

COL. C. M. FINLEY: We have only one course in air conditioning and refrigeration in the Toronto school. It has a capacity of forty-five students. There is a waiting list of two hundred and twenty-three. The men training now have been on the waiting list since January of 1945. As this class graduates, others will be called according to the date of application for training at the D. V. A. office.

MR. J. T. GREAVES: Don't you think this is very discouraging to veterans.

COLONEL C. M. FINLEY: I do. I think you will find that the D. V. A. are trying to re-counsel all the people on long waiting lists to see if they can't get them interested in something else or to make sure they are satisfied to wait for their course.

MR. A. R. WHITTON, (Toronto): We are constantly circularizing the lists of trainees in order to get them to re-consider or to make sure that they realize they will have a long wait in certain courses.

MR. T. J. MCAULIFFE, (Port Arthur): Why not open up some more courses at some other institutes.

MR. A. R. WHITTON: So far as refrigeration is concerned it is more a case of subsequent employment than training facilities. We have had at our staff meeting the Chief Engineer of one of the largest refrigeration companies in Canada. He has been most pessimistic. He has given figures to support his statement regarding the number of men the refrigeration industry will employ in normal times. It is a very small number. I am afraid there is no particular point in training more people than the industry will absorb into permanent positions.

MR. A. M. MCKINNON: Regarding refrigeration. We have placed about fifteen training on the job. Air Conditioning is another matter. To be successful a man should have his University degree otherwise he might better be advised to become a good tinsmith.

MR. C. K. BURLINGHAM, (Sudbury): I represent the Legion. I was very pleased to hear nine out of ten trainees are being placed in employment when they finish their training. I know after World War I we had to cut down training in many trades because those graduating couldn't find jobs. If we can go back and assure those we represent that veterans now in training are going to be placed in jobs it will reflect great credit on those in charge of C.V.T., D.V.A. and N.E.S. If the refrigeration field is already over-crowded surely those on the waiting list can be advised to consider other more promising trades.



MR. BASS DAWSON, (Toronto): Men awaiting demobilization were counselled. They talked amongst themselves. The idea got around that Refrigeration and Air Conditioning were new and promising fields. When demobilization was at its highest peak our counselling service was at its lowest ebb. Many applicants for C. V. T. were approved for training in fields that now prove to be overcrowded. They will have to be re-counselled and more carefully screened.

MR. T. J. FAUGHT: Who pays for students from Manitoba training in Ontario?

MR. E. B. REID: The Federal Government pays the cost of all training.

CHAIRMAN RICHARDSON: I wish to thank the speakers. Tonight we are having the usual dinner tendered by the Province.

Morning Session Adjourned 12:20 p.m.

### MONDAY AFTERNOON SESSION — NORTH BAY

CHAIRMAN REID first called on Major Flint who introduced the subject "National Employment Service and Veteran Placement." See pages 15 to 18 London Conference, pages 68-69 Hamilton Conference.

MR. REID then suggested the discussion take place under four headings:

- (a) Steps to be taken within the community to secure veteran preference.
- (b) Steps to be taken to widen local employment opportunities.
- (c) Training on the Job opportunities.
- (d) Out of work benefits.

MR. L. W. ASHCROFT: I am going to start off on the (a) on this agenda. I think Mr. Flint will be interested in knowing that in March 1945 we sent a certain letter to all industries in the Sudbury district with ten employees or more. We received eighty-eight replies giving a potential of 3,165 vacancies.

We have in our district a D.V.A. officer who is very co-operative with us and he has on a number of occasions had various industries call him up, telling him they are going to need so many people, and he in turn turns this over into the hands of the National Employment Service.

We found in Sudbury that our industries have co-operated with us 100%

I think you will be interested in knowing that Major Dunlop came up and spoke to one of our meetings. He is a man who has a message which will help to make openings for our veterans who received injuries during the war.

I would like to have this meeting record their views on giving veterans who enlisted right from school or who were not employed previous to the war, seniority dating back to the time of their enlistment.

MR. J. MATTERS, (Chapleau) : It is entirely up to the local Unions. The general idea is that veteran preference is being enforced. Yet in Chapleau, and I know it applies right across the Dominion, veterans are being laid off by the railways, while men who stayed at home enjoy steady jobs. This is not right. The boys who enlisted straight from school would normally have followed their fathers into employment with the railways. Now these young veterans are laid off. Many are forced to accept casual labour at \$100.00 a month while those who stepped into their jobs are steadily employed at \$250.00 a month. The seniority question is by no means settled. Legislation is required to give veterans the seniority to which they are rightly entitled. I ask this meeting to send a resolution to the Government urging that action be taken in this matter.

MR. T. J. FAUGHT: I have been a continuous member of the Trade Unions for thirty-four years, and I certainly appreciate the benefits derived from that. We had the good fortune to have the bargaining agent incorporate in their agreement with the mining companies that ex-service men who resided in the district prior to their enlistment would receive seniority from that date. With a little encouragement from Sudbury the Ford Motor Company incorporated the same conditions in their agreement. But we must remember that about 80% of the membership in our Trade Unions joined since 1935 and I don't think that those who decided to remain at home in 1939 are likely to step down willingly to make room for those who were patriotic enough to enlist. You can have your conferences between employers and organized labour, between government departments of labour and both, but they only pass the buck. The only way to see justice done is for the Government to put the will of the people on the Statute Books of Canada. I endorse what my friend from Chapleau has said.

MR. QUIRT, (North Bay) : I represent the Canadian Congress of Labour in this District. I appreciate the thought behind the resolution proposed by the previous speakers, but I don't see where we are going to get very far until labour and industry are called together with the Government acting as Chairman.

MR. C. K. BURLINGHAM: I think the Government was short sighted when the Civil Re-instatement Act was drawn up. An additional clause stating a veteran who entered industry after his discharge should be given seniority dating back to the date of his enlistment was all that was necessary. I think the Government should amend the Act and correct their error.

MR. H. M. THOMPSON, (Timmins) : In the South Porcupine Gold Camps veterans who enlisted at school age are given seniority for their period of service.



MR. T. J. FAUGHT: I am going to speak my mind. If government action is not taken and we experience a depression the draft dodgers will remain longest in employment while the men who served in the Armed Forces will be the first to walk the streets.

CHAIRMAN REID: We have heard many suggestions put forward at Ottawa. One was the full credit be given for a veterans period of service after six months probationary period in the industry and union.

Another suggestion was accelerated seniority for veterans under which it took about three or four years to earn back the full credit for their periods of service.

MR. T. J. FAUGHT: I don't think the Government need worry about objections from the head of Unions. Their membership wont decrease. They will lose poor members and gain an equal number of good citizens. The responsibility sits squarely on the Government's shoulder and this Committee should ask the Government to act.

MR. QUIRT, (North Bay) : I agree with Mr. Faught.

MR. BASS DAWSON: Would it be helpful for D. V. A. to be notified of what steps committees are taking to solve these problems? I think it would be good material for head office to have available when these matters are being discussed at a high level.

MR. FAUGHT: Resolutions have been sent forward from Sudbury. A copy was sent to the District Office in Toronto, and every one else we thought would be interested. The only acknowledgement we received was from the Ontario Minister of Labour.

J. MATTERS: I certainly think a resolution should be drawn up and handed to Mr. Reid.

MR. L. W. ASHCROFT: I am trying to find out if the members are willing that a resolution be drawn up. All those in favour? (Agreed.)

CHAIRMAN REID: My procedure with such a resolution would be to put it in the hands of Mr. Walter Tucker, M.P., Chairman of the Parliamentary Committee on Veterans Affairs, with a strong covering memo from myself that it was the unanimous feeling of the twenty-seven or twenty-eight Citizens' Committees' representatives. From there on it will be on the proper level.

MR. L. W. ASHCROFT: I ask that Judge MacDonald of Sault Ste. Marie, Tom Faught, Mr. Matters of Chapleau and Mr. Quirt be on a Committee to draft this resolution.

CHAIRMAN REID: Now we will go on to (b) steps taken to widen local employment opportunities.

Let us have your comments please. I heard where fifty-two special cases were placed through the efforts of the Brantford Citizens' Committee. This, to my mind, justified the whole existence of that Citizens' Committee.

What about Port Arthur, Mr. McAuliffe? Yours is a fairly industrial town and yours is a good Committee.

MR. T. J. MCAULIFFE: What we have done there is this. Some time ago we made a survey of all the industries to find out what positions or jobs would be available for the post war-period and in that survey they included employers, stores and small businesses and large places of employment of all kinds. At the same time we were able to more or less sell veterans preference to the employers and also find out what positions would be available for handicapped men.

Up in our city the Rotary Club have taken on a project, as you know in Rotary we have nearly every profession and line of industry represented, and they are quite willing to get the names particularly of those boys who never did any work before they enlisted.

They also get the names of boys as they graduate from the C. V. T. institutes. They are doing good work and they have been able to place quite a few boys in that way.

I think the main thing is personal contact. You see, in this day and age that is necessary.

We have so many natural resources, so many new industries that could be opened up in the way of plastics and one thing and another, I do think as far as employment is concerned we shouldn't have to worry.

MR. E. B. REID: At other conferences, delegates mentioned the fact that they feared local veterans leaving the smaller communities for C. V. T. rarely returned. I feel the Citizens' Committees should keep check on their local veterans and encourage them to return to their home towns by offering them positions which would be permanent even if not so highly paid as the temporary jobs they may be taking in the larger industrial centres. I feel the day must surely come when employment will drop off considerably and the man with a steady job at a living wage will be much better off than the man who enjoyed a few years employment at abnormally high wages.

MR. J. W. WEATHERALL: What you say is true. In the bush we need 50,000 men. The average veteran thinks bush work is dull and monotonous. If the Government took over advertising and told these husky young veterans they are just the type to adventure in the Canadian Forests perhaps they would receive more response to their appeals. There are a great many things to be learned in the bush. Bushmen are no longer considered undesirables — conditions have changed — working conditions, wages, food and accommodation is better. These advantages should be made known to our veterans.



MR. H. W. SCOTT, (New Liskeard) : I come from one of the smaller centres and we know in the Citizens' Committees just about what jobs are available. The companies there are taking the boys back and giving others work who never had jobs before. In order to get the idea from the boys themselves what they want to do, the Legion Branch have formed a Committee and are asking the boys to fill out a questionnaire. Some of the things on that questionnaire would be their civilian employment, if any, their experience, their army trade or employment, the courses completed in the army, navy and air force, the courses partly completed, employment on discharge, and, are you satisfied with that employment? And another question: What would you like to do?

In that way, when one of the companies asks for a man we know the one to send.

CHAIRMAN REID: Any other comments?

MR. T. J. MCAULIFFE: Following out what this gentleman had to say, there is a great deal of work in the bush and the bush work is becoming more and more mechanized all the time. There is a field for a great deal of skilled labour.

About a year ago the National Employment Service took a bus load of men who were out of work to let them see for themselves what life in the bush was like. Next week the Employment Manager from Marathon—a large mill is starting there—is coming up to Port Arthur. He is going to interview boys who might desire work in the bush.

The main thing is to educate the veterans that there are opportunities outside the city. If he gets in with some of the new companies he gets in on the ground floor and he is right there with all the advantages.

MR. L. W. ASHCROFT: I agree. The mill starting in Espanola advertised returned men would get the preference and I think they have got the preference. You are right, bush work has become mechanized more and more. I noticed gun carriers going on in army trucks. I have talked to two or three boys in the bush and they don't want to come back to the city. The only thing they don't like about the bush is the lack of social amenities.

MR. T. J. FAUGHT: Mr. Chairman, I do believe that the Provincial Government could greatly assist ex-servicemen, especially in the north where there is so much bush work, if they took moving pictures of bush work and properly advertised the opportunities that it presents. Now there are not very many here who don't recollect the old days of bush work when a man remained lousy from the day he went in until he came out. There was no recreation. The camps throughout the north at the present time are entirely different. The majority of them have a community hut and so forth. I do believe that if the Provincial Government would take moving pictures, distribute them throughout the Province, and enact the necessary legislation to ensure these camps being kept up to the proper level regarding cleanliness, food, recreation, etc., it would greatly

assist our work in the placement of the ex-service men in the camps. I suggest that this subject be drawn to the attention of the Provincial Minister of Labour.

CHAIRMAN REID: I think the suggestions that have been made about properly explaining those conditions is about the most constructive thing we have heard yet, certainly I will take it to the Federal Department of Labour.

They spent considerable money last year advertising for bush workers. They will undoubtedly do the same thing this Fall. I know those veterans who didn't go back to the bush probably added 30% to the numbers who drew out-of-work benefits in communities such as Quebec City, the northern towns, and St. John in New Brunswick. The veterans wouldn't go back to the bush because they remembered what conditions were in 1938 or 1939.

MR. H. H. SCOTT, (New Liskeard): My experience is that they don't object to the bush so much as leaving their homes again after being away for four to five years.

MR. J. W. WEATHERALL: We were having a film or we wanted a film of local camps taken and shown in the local theatres. The only reply was that they didn't have time to do it. On the other hand, the bush needs more men than they ever employed in history. They haven't got the experienced men. I think a solution is to give inexperienced veterans training-on-the-job.

MR. T. J. MCAULIFFE: The Marathon this year is training on the job about forty or forty-five men.

CHAIRMAN REID: I don't see why the skilled jobs in the bush couldn't come under training-on-the-job.

COL. C. M. FINLEY: No reason in the world.

CHAIRMAN REID: We would definitely subsidize.

MR. J. W. WEATHERALL: I mean the pulp cutters.

CHAIRMAN REID: That would be a matter for C. V. T.

MR. L. W. ASHCROFT: That is something we can do with the C. V. T. We will give them something to worry about and work on.

### **Out of Work Benefits**

CHAIRMAN REID: The time is up now and the last item is the out-of-work benefits. I have had veterans come to me on a couple of occasions and say they don't like to take the out-of-work benefits. I have told them not to feel that way about it at all. If they could get a job they wouldn't get the out-of-work benefits. It is a privilege the Government allows them for the service they had given overseas. If nobody on the floor has a comment on this I would like to say that is a place again that we do want co-operation from the Citizens' Committees. We want to feel that you are a point of referral. If a veteran has been out of work six or eight weeks,



we want to ask "Is this the answer?" We don't like him to use out-of-work benefits if there is some more constructive plan. Maybe the man can be trained, maybe he can be brought in and turned over to the field people of C. V. T. We do want your co-operation in these cases where a man is on out-of-work benefits too long, we want your advice and your recommendation of what we should do.

MR. QUIRT, (North Bay) : The local Citizens' Rehabilitation Committees are not familiar with the names of those drawing out-of-work benefits. Unless the Unemployment Insurance Commission provides the names and gives us some material to work on there is very little we can do in that regard.

I would so move that the Unemployment Insurance Commission be requested to supply the local committee with the names of those who are too long on out-of-work benefits.

CHAIRMAN REID: I think Mr. Daniels will be happy to do that. Mr. Flint also endorses that suggestion. We want your help.

MR. A. M. MCKINNON: About a month ago C. V. T. established a liaison with the Employment Officer in Toronto. We forwarded to him from C. V. T. all the training opportunities we had. He matched these opportunities with the numbers he had on his waiting list and of some sixty men he sent to us in the first month I think more than 80% were placed in training on the job or in school. I see no reason why we shouldn't send a list of these training opportunities to the Citizens' Committees as well as the Veterans' Officers.

MR. CHARLES FLINT: Mr. Chairman, may I add a few words on the out-of-work benefits problem. We are conducting a review of all those on out-of-work benefits for a lengthy period and bringing them before the Board and weeding them out where possible and we are doing astonishingly good work.

MR. T. J. MCAULIFFE: In our city the Branches of the Canadian Legion do a very great deal of work in finding employment for returned men and any list of opportunities you contemplate sending should be sent to Branches of the Canadian Legion also.

MR. L. W. ASHCROFT: I think you are right. We have gone overtime and I don't think we can have any more questions.

MR. T. J. FAUGHT: Before you close, I wish to say as a Past District Commander of the Canadian Legion, the smaller Branches throughout the North haven't had an opportunity to discuss matters with the D. V. A. Welfare Officer. I am well aware of the fact that the entire time of our Welfare Officer is required in the Sudbury office. That should not be. The Welfare Officer should not come under the Department of Labour. I am afraid that the Department of Labour does not place sufficient importance on the Welfare Office. To illustrate what I mean, a ruling was made that no Welfare Officer out of a radius of sixty-five miles should attend

this conference. The Welfare Officer of North Bay would be the only man to attend. I noticed with regret that not a Welfare Officer outside of the city of Sudbury is here today. I understand it is a matter of expense. When I heard of that rule I contacted the D. V. A. They agreed with me that the Welfare Officers should be here. They in turn I believe contacted Ottawa. The Department of Labour refused to pay their expenses. The education gained here is well worth the amount that the Department of Labour would spend. I would like to express resentment that the Department of Labour acted as they did; I hope my expression of opinion will be conveyed back to the proper authorities.

CHAIRMAN REID: I know that the man at Ottawa who was immediately charged with veterans placement was very much disturbed when the ruling was made.

MR. GEORGE BLACK, (Kirkland Lake): We have a situation in Kirkland Lake where we have a very good counsellor but the conditions under which he works are not good. He has desk room in an office with twenty-five other people working around him. He gets a different secretary every day. If he could only get his own secretary in his own office it would be much more satisfactory. That complaint is coming from the veterans who are going in every day. Surely the position is important enough to have an efficient secretary and a private office. I know how important it is to have the same secretary day in and day out. Surely in a place like Kirkland Lake they could build a small office.

MR. L. W. ASHCROFT: I see Major Flint making a note here, so perhaps he is going to investigate that for you.

MR. CHARLES FLINT: I quite realize with you the office accommodation in Kirkland Lake is not all it should be. We are trying to remedy that question of accommodation. The question of a secretary is the manager's local problem and I shall take it up with him.

MR. J. MATTERS, (Chapleau): We have quite a number of men with a legitimate complaint who are not being counselled or given the advice they feel they should have. They know that it is not Mr. Tuttle's fault, that he should be given an assistant or that the area should be broken up into a smaller district.

MAJOR CHARLES FLINT: The matter of an assistant has already been approved. I am happy to inform you the assistant for Mr. Tuttle has been approved a couple of weeks ago; the Civil Service Commission will make the appointment.

CHAIRMAN REID: I am going to mention one thing. Mr. Faught made some very fine references to Eddie Dunlop. You will be glad to know he was belatedly awarded the George Cross for the deed he performed when he lost his eyesight. Now I think we will close off this discussion, we are fifteen minutes late.



## VETERANS OF TWO WARS

CHAIRMAN REID: "Colonel Philpott who was to speak to you on the peculiar problems of veterans of two wars had to go back to Ottawa in connection with an important matter he is attempting to get through Privy Council. There are 25,000 of these older veterans across the country who need specialized assistance in their placement. Their average age for your thinking is about fifty-one. They have an average of one and one-half dependent children.

It is a problem that I think belongs within the Community, but I think we will leave that until a discussion period a little later. D. V. A. has been successful in getting through Privy Council an Order-in-Council that will allow a considerable expansion of the Corps of Commissionnaires. We have received permission to subsidize the Corps of Commissionnaires, which we feel is a good placement and job finding agency for the older veterans, at five cents a man hour. It is estimated a quarter of a million dollars will be given to the Corps of Commissionnaires to enable them to develop employment opportunities for those older men—jobs such as guards, watchmen, elevator men and that sort of thing where there isn't any great degree of skill needed, but where trustworthiness and reliability are two important considerations.

We think with your co-operation, with the co-operation of National Employment Service, and with agencies such as the Corps of Commissionnaires to spearhead the campaign that there will be a lot more ahead of these men who have served in two wars than the dual-service pension or the war veterans allowance. Colonel Philpott will be communicating with all the Citizens' Committees individually, asking your co-operation in finding just that type of job.

NOTE: See "Problems of Older Veterans" pages 22 to 24, London Conference.

### "HOW COMMUNITIES MAY ASSIST IN TRAINING"

CHAIRMAN REID: I will ask Mr. Whitton who is the Supervisor of Training for "D" District if he will take over.

MR. A. R. WHITTON: The subject which I have been asked to introduce to this conference is "How Communities May Assist in Training." This is a very broad subject and I am looking forward to the discussion which will follow, because the Community assistance which is given to the veteran can have a tremendous influence on the results achieved by training itself.

One very important thing to be kept in mind is that each veteran's case should be considered as though it constituted the whole programme; that is, we and the community organizations should try to maintain a fresh and genuine interest in every individual case. The senses of Communities, like those of individuals, become somewhat deadened by a repeated experience or sensation. General Omar N. Bradley, Head of the United States Veterans' Administration, has illustrated this with a story suggesting

that the reception to the first ten returning veterans in any community might be summed up as "Hail the Conquering Heroes Come!" The greeting to the next fifty is subdued to "Glad to see you back, fellows!"; but when the next 200 arrive, the comment is likely to be "This mob of veterans is getting to be a troublesome problem!" We must certainly avoid getting into that state of mind here.

The discussion which follows comes under four headings:

#### **(a) Training Facilities within the Community:**

This divides into educational and vocational training facilities. In educational training, we find the Dominion and Provincial Governments co-operating in setting up facilities for pre-University training under the heading of Tutorial Schools. These schools do a much faster job than the Secondary Schools under the Department of Education and are located in the larger cities of the Province. It is considered possible to complete lower, middle and upper school training in a total of twelve months with roughly four months for each phase. If the veteran desires to complete his pre-University training in the regular Secondary School in his own community, the D. V. A. will approve such training providing it can be completed in comparable time or will not postpone his entrance to University unduly, but we generally find that the veteran is required, if entering the community Secondary School, to put three years in if he requires all three phases, two years if commencing at the Middle School level, and one full year if needing Senior Matriculation. This practically means that only those who apply for Senior Matriculation in the Fall, leading to entrance to University in the following year, can be approved for training in the Secondary School.

It is sometimes suggested that, because of the speed of pre-University training in the C. V. T. Tutorial School, the quality suffers, but after nearly two years of experience with this type of training, and with the results to date of the University training which followed, we feel that the quality is just as good as if the longer training in a regular Secondary School had been taken. In the main, the teachers at these C. V. T. Tutorial Schools are of excellent calibre and are keen to do a complete job. They consist of retired Secondary School teachers and those who having served decided to postpone their return to the original teaching positions. Salaries are good, and attract good teachers. Certain business colleges and other private schools have been approved as training centres for veterans requiring Matriculation, as they do a faster job in most cases than the regular Secondary School, but, as a rule, training in these private institutions is approved only for those desiring Lower School or Middle School, leading to further trade training and not university.

The total number of veterans who have been approved for training in "D" District since the office opened is 28,970. Of these 14,237 were in training at the end of June and 3,174 were awaiting placement on the same date. There will be a sharp increase in the number of veterans enrolled in University courses this Fall. We expect an additional 3,000 at the Univer-



sity of Toronto, not all of whom will be residents of "D" District. In this connection I should like to stress the necessity of any veterans who plan to take University training submitting applications to D. V. A. as soon as possible, and also to make preliminary arrangements with the College of their choice, if they have entrance qualifications at the present time. It is important that we and the Universities be forewarned regarding expected enrolment. In some Faculties, and Medicine is an example, there is no hope whatever of all applicants being taken care of in the year commencing September next.

Vocational training facilities have been so completely reviewed by Colonel Finley that it is unnecessary for me to go over them again. I should like to merely emphasize that we are in a position to meet the needs of almost every veteran who requires training. I believe that a greater use should be made of the excellent courses provided under the name of Canadian Legion Educational Services. These may be used, in many instances, to supplement other courses of training.

**(b) Development of Training-on-the Job Opportunities :**

This is an excellent place for community organizations to be of substantial service. Citizens' Committees, through Service Clubs, Church and other organizations, can build up an opportunity for Training Employment lists which in turn can be made available to Canadian Vocational Training, National Employment Service and the Department of Veterans' Affairs. Local industry should be sold the idea, not perhaps of making jobs available only to veterans, but at least of first considering veterans on their merits when any openings are available, with the particular thought of taking advantage of the training gained by veterans while in the Service. We should remember that many of these youngsters shouldered responsibilities, while in the Service, which were far beyond those which would have been given to them had they remained civilians.

**(c) Assessing Local Needs in Various Vocations and Provision of Personal Guidance to the Veteran, in View of Local Needs :**

Local Committees, by reason of the calibre of their membership, are in a position to keep in close touch with the fluctuating labour market and, in the smaller communities, particularly, should be able to advise when certain trades or certain types of industry are being filled up.

Surveys of Vocational training requirements are being made and the veteran should not be encouraged to train for certain trades which appear to be unlikely to assimilate him on completion of training.

**(d) Notification to National Employment Service of Training-on-the-Job and Employment Opportunities in the Community :**

This should not be left to chance but there should be a proper liaison, not only with National Employment Service, but with Canadian Vocational Training and the Department of Veterans' Affairs.

So long as we all pull together, the maximum possible good should result.

Discussion of the matters which I have touched on will now be proceeded with under the direction of Mr. W. C. Williams of Fort Frances and Mr. H. Scott of New Liskeard.

MR. H. SCOTT, (New Liskeard): We have in New Liskeard, "Hill, Clarke Frances," which probably is the largest woodworking plant in the North American continent. We have the Head Office of the Northern Hydro; the Head Office of the Telephone Company; the Iron Works and also the Splint Factory. All of these give excellent opportunities for training-on-the-job.

As for educational training, we have taken practical advantage of all the phases of it—Gould Street, Hamilton, and the University of Toronto, and practically all phases of education.

We have a small machine shop which would be an excellent opportunity for training on the smaller scale, and I think that in a way a small plant can give better training than a large plant because you get individual instruction and you not only get individual instruction, you get improvisation which they have not the facilities for in the large plants. I think that almost any small town has opportunities for training, especially on the job.

CHAIRMAN REID: Mr. Scott has made a point. I think there is a tendency in smaller centres to feel that because you are a small centre, you haven't the training opportunities, but if you examine your community you will find there isn't a place that hasn't training opportunities of some kind.

I ran into a situation just at lunch today. The North Bay Nugget have a place for a young man. Well, I know the letters that reach my desk at the office, from veterans that are interested in learning the newspaper business, I don't know any place they can learn the newspaper business better than with a small city daily. I suggested to the editor that there was an ideal spot for training-on-the-job, newspaper training from the bottom up. I am going to turn this over to Mr. Daniels to explore a little further.

MR. W. C. WILLIAMS, (Fort Frances): D. V. A. has placed about thirty men in the garages, but the paper mills will not take a man for training-on-the-job.

CHAIRMAN REID: Have any of the other communities run into industries that have taken the attitude that the industry is not a training institution and you have not been able to overcome it at all.

MR. A. L. MURRAY, (Kenora): We have a large paper mill, but the union there is strong and won't permit "training-on-the-job." I don't say all unions, but in the local union that is the objection. As far as the Personnel Manager is concerned, he is really good, and also the Manager. We



have placed a lot of returned men in the company's employ but they must start from the bottom. That is what the union wants them to do.

CHAIRMAN REID: Have you, Colonel Finley, or Mr. McKinnon, any suggestions? I don't have to accent the importance of paper making in this country.

MR. A. M. MCKINNON: We have unfortunately not yet got around to an interview with the mills. I feel right now it is a job we have left undone. We will take steps to see that it is remedied, because I do know generally speaking unions are not against training-on-the-job.

CHAIRMAN REID: I think it is an important field, Mr. McKinnon, and I think Mr. Williams and Mr. Murray rendered a real service in bringing the matter to our attention.

MR. W. C. WILLIAMS, (Fort Frances): May I point out that in Fort Frances the unions and companies are with us 100%.

CHAIRMAN REID: I think it is a job, as Mr. McKinnon has said, for his Field Officer to get out and do a selling job whether it is management or labour that is the stumbling block because the paper making industry is too important in that part of the Province to bar training-on-the-job if there is any way it can be overcome.

COLONEL FINLEY: I would like to bring up something in connection with this training-on-the-job problem. I feel we have reached right now where the tail wags the dog. We are building up a tremendous number of training-on-the-job opportunities that we have not got the bodies to put in them. Would it not be of tremendous assistance if the Citizens' Committees first located veterans in each community who are still not rehabilitated, veterans in outlying districts who do not know of the benefits of counselling that are available at their door, veterans who are still not completely satisfied that they are in the right niche. If we could have those veterans advised regarding training on the job lines and produced as potential bodies to put into opportunities, it give us at C. V. T. something to sell, and we can sell a body to a firm much easier than we can sell a principle, and in getting training on the job opportunities we are selling a principle.

MR. G. H. PARLIAMENT: I thought that was one of the things they intended to do when the liaison committee was set up. It is a problem. If the man can't be placed in employment we are quite prepared to counsel him, but we think N. E. S. and C. V. T. should get together in the community and work out the problem. There must be plenty of veterans to fill jobs. There are 5,000 men in the City of Toronto unplaced, so there must be the supply if we can get the right material for the job.

CHAIRMAN REID: I do think Col. Finley has made a point; if you have veterans in your community who in your opinion should be trained, bring the matter to the attention of your V. O. or notify Mr. Parliament

direct, then Mr. Parliament has a body and he can go to Colonel Finley and say that the Citizens' Committee in such and such a town has a veteran they feel should be trained, what can you do to get him trained on the job?

MR. T. J. MCAULIFFE, (Port Arthur): Mr. Chairman, I have come across cases where certain employers want to choose their own employees. Some of the firms prefer that the boys should try to get all the education they can. Let them take the training at the Training Institutes for the six months or more, then be apprenticed.

MR. A. M. MCKINNON: There is one point that brings up. In training-on-the-job the money factor is adjusted to suit the individual's need. We have a considerable number training on the job who are receiving better than \$100. a month to start with. They are still training. They are being trained and supervised.

Our field representatives call back on that job once a month. He may be earning \$200. a month if he is there to be trained as an office manager, but he is still in training. During the call-back period we will often find the field representative will interview the employer and question the employer as to how the trainee is getting on, how he is making good. He will then question the veteran, how he likes the job, and so on. Where there is a plan of training mapped out he checks with both the employer and the trainee—are you getting the training?—are you moving from this sort of work to that sort of work? We find supervision invariably prevents those undergoing T. O. J. from getting in a rut. With periodic supervision we find employers keep moving them up. Believe me it is appreciated by the veterans. Time and again we can adjust little differences. Sometimes the men may be doing extra work in his training, there is no criticism whatever, but he has a bad little habit of coming in late. There isn't enough against the veteran for the employer to say anything about it, but a little hint from the field representative to the veteran will often correct any difference. Usually he will go about it this way: He will ask him how he is getting along. Everything is fine. Well, if you really like this, how about pulling up your socks and getting in on time?

On the next call the field representative makes, he finds that the relations are better. It isn't only a question of getting the Veteran employed, it is a question all the way through of getting the man properly rehabilitated.

CHAIRMAN REID: I am glad you brought that up. The object is to get the veteran trained to the point when he will earn a salary that doesn't have to be subsidized in any way shape or form. Are there any further training comments?

MR. I. C. SCHMELER, (Kapuskaing): We haven't a representative officer within eighty miles. We have a number of small towns, and we have a paper concern. There are a lot of returned vets. They haven't had the opportunity to meet a field man. I feel in that district we should have a field man coming through to interview these veterans.



CHAIRMAN REID: I agree with you and I think probably Mr. Parliament will have some ideas in that connection.

MR. G. H. PARLIAMENT: As a matter of fact I would like to get together with Mr. Schmeler and have a counsellor go through that district.

MR. T. J. FAUGHT: I would like to suggest a closer medical examination be given to trainees before they take the course. We had an R.C.A.F. veteran take a course to become a railway telegrapher. The C. P. R. are very co-operative with ex-servicemen. He passed the Division test, but the medical officer of the C. P. R. found he had ulcers of the stomach. Giving a course to a man which he is physically unable to perform is absolutely no good to him.

CHAIRMAN REID: I think the point is very well raised. Doctor Griffin is here. Doctor Griffin is a member of our District Board. He picks out many cases which are most obscure where a medical check-up is required.

DR. GRIFFIN: In my opinion there are very few jobs carry more responsibility than that of an operator. They are responsible for the lives of thousands of people, especially on a single track line, where he has to take messages from the dispatcher and has to arrange train routes and what not. I don't think that is the place for a sick man. Mr. Whitton will bear me out that I am possibly tougher with them than anyone else.

CHAIRMAN REID: Perhaps the man developed ulcers between the time he was approved for training and applied for the job.

MR. T. J. FAUGHT: That is not so. The man was treated in Christie Street. He had an operation for a stomach ulcer and after he recovered from that he was given an opportunity to become a telegrapher. He went over to the District Medical Officer for the C. P. R. and was rejected.

CHAIRMAN REID: I think Mr. Faught had a point there and I feel that there is some responsibility on a school where they accept a man for training. If it is obviously a case that can't be employed on the railway they should advise him. They have a moral responsibility to do that.

I am now going to ask Mr. Sparks if he will clarify the changes in the Pension Act.

### Changes in the Pension Act

MR. H. S. SPARKS: Canadian Pension Commission, Toronto: Mr. Chairman, ladies and gentlemen: The government has seen fit to bring back the Insurance Principle into the pensions legislation. This means that men and women who served in Canada only are now entitled to receive pension for injuries and disabilities incurred or aggravated while in the services. Widows and dependents are now entitled to receive the full scale of pension in cases where the head of the household died while serving in the Armed Forces. No awards will be made retroactive beyond June 1st, 1946.

Other proposed changes awaiting final approval are as follows:

1. At the present time when a pensioner is not considered capable of administering his affairs in a proper manner and contributing to the care and support of his family the Commission may administer the pension through their own officials or appoint an independent trustee.

In cases where widows are not taking proper care of their children the Commission may order the pension administered for their benefit.

This is to be amended in order that the administration will extend to include the administration of pension by the Department of Veterans Affairs in cases where the pensioner is receiving treatment or care from the Department, in order that in such cases, pension may be administered for the benefit of the pensioner and/or the members of his family.

2. It is proposed to permit a veteran's pension to continue while he is undergoing treatment in hospital and thus eliminate the long delays which are often experienced reinstating a veteran on pension after he has been discharged from hospital. Should the pension exceed the amount payable by way of allowances while in hospital it is proposed to make the adjustment after discharge.

3. It is proposed to change the regulations so the Pension Commission may in future pay pension to widows who were not living with or being supported by their husbands at the time of death, providing it is proved that the widow would have been granted a court order had she had the necessary funds to proceed with the action or had not death intervened.

4. In cases of divorce it is proposed the Pension Commission be given authority to pay the woman her pension if it is greater than the alimony allowance granted. The Commission may also consider sympathetically cases of divorced women who while not actually awarded alimony would have been had they made application under due process of law.

5. In cases in which men or women **domiciled in Canada at the outbreak of hostilities** joined or were transferred to the Armed Forces of Britain, other Dominions, or Allied Countries, suffer disabilities or death to which entitlement has been granted by the country concerned, they will receive Canadian rates and benefits if these are more generous than the rates and benefits of the country they served.

The Canadian rates will only be paid while the dependents or the beneficiary remain in Canada.

6. Women who served in the Armed Forces will under the proposed changes receive exactly the same treatment and benefits as the men, except that no pension will be paid to the widower of an ex-service woman.

Mr. Sparks suggested that those who wished to correspond with the Pensions Commission should

- (a) Be sure of all facts stated.
- (b) Restrict letters to one case or subject.
- (c) Not ask for information concerning D. V. A.



The speaker explained that when a person was discharged from the Armed Forces the M. F. B. is sent to the Pension Commission for review. If it contains no reference to injuries or disabilities it is filed away. The man must make his claim and prove entitlement if any condition develops after he has been discharged.

If on the other hand mention is made of ill health, injuries or disabilities, the Pensions Commission may assess the degree of disability and authorize pension or they instruct the district board of Pensions Medical Examiners to call the man in for examination. Mr. Sparks illustrated his point by saying if a man was discharged after having one leg amputated while the other suffered gun shot wounds pension would be granted immediately for the amputation but further examination might be necessary to assess the further disability due to the gunshot wounds.

There are three thousand cases awaiting examination. Doctors are limited in number. The men are called in accordance with their position on the waiting list, and the only exception to this rule is if a man is seriously disabled, unemployed and in need of immediate financial assistance.

Such cases are moved to the top of the list. The examinations take longer and are more thorough than formerly. This slows them up but we often find there are other conditions and a greater degree of disability than the man himself realized or claimed.

In conclusion Mr. Sparks paid tribute to the generous and sympathetic policy Brigadier J. L. Melville, Chairman of the Board of Pension Commissioners, had introduced into his administration. He said the whole staff had been instructed to see that every ex-service man received everything to which he was entitled.

The afternoon session adjourned at 5.15 p.m.

### NORTH BAY — DINNER SESSION

The dinner given by the Province of Ontario was presided over by J. J. Richardson, who first called on Mrs. S. Larden to speak.

MRS. LARDEN said she found the proceedings even more interesting than last year. Judge J. H. McDonald was then called upon but said he would defer his remarks until the following evening, as he wished to hear the Minister.

CHAIRMAN RICHARDSON asked Colonel C. E. Reynolds, D.S.O., M.C., Chairman of the Ontario Northland Railway Transportation Commission to introduce the speaker. Col. Reynolds stated that Col. Welsh had served in the Air Force in W.W. I and with the Artillery in W.W. II and had been awarded the D.S.O. and Bar.

THE HONOURABLE COLONEL G. ARTHUR WELSH, D. S. O., Minister of Travel and Publicity: "Colonel Reynolds was more than generous in his remarks. I wish to say however, that it was the men with whom I served who won the decorations I am honoured to wear.

The tourist business in Ontario last year was the second largest revenue producing industry. The welfare of the tourist business should interest everyone because no money coming into the country is distributed so widely or benefits more people than the tourists' dollars. We can sell our fishing, climate and courtesy today, and we can turn around and sell them again tomorrow for more money. Unlike any other industry we don't deplete our tourist resources by selling them. We increase our assets. We increase them in this way. Tourists who enjoy themselves—have a good time and leave in better health—go home and tell their friends and they come back next year.

Nature has provided us with scenery, sport and recreation facilities that cannot be matched anywhere else on God's green earth.

The Province has certain responsibilities regarding the development of the tourist industry. Our Department has been charged with these duties. We are not a spending Department and never will be. We are going to assist those people in the industry who have done so much in the past years when supplies have been scarce and help almost unobtainable. We have come to the end of that period and the opportunities ahead are greater than we ever had before. Manufacturing and agriculture, the two big industries that employ manpower have almost reached the saturation point. What we may term the "Service Industries," those which provide service to the public, have not become overcrowded. They can still provide jobs and the greatest of these is the tourist business. It offers unlimited possibilities.

Switzerland, a country with a few mountains and little else, bases its national economy on their tourist business. Ontario has everything Switzerland has and a great deal more to offer. We have some hundred and thirty-five million people to the south of us who have money and the urge to travel. They have cars and they have aircraft. Why not make Ontario attractive and bring them in? The tourist business is an export trade, only the procedure is reversed. Instead of exporting our scenery, fishing and climate, we bring our customers in to enjoy what we have to sell and they pay for their pleasure in American funds. Only in recent years have we realized how the free spending of American funds in Canada favourably affects our national economy.

If we wish to continue enjoying their patronage we must see that our visitors are not chiseled, that they get a fair break, that they are treated courteously, have a good time and are sent back happy and satisfied. The well satisfied customer is the best advertiser in the world. As individuals we can help to bring about the desired condition.

Not long ago a troop train was due in Union Station. Front Street was jammed with motor traffic and pedestrians. An American was looking for a place so he could unload his wife and family. A policeman stopped the traffic, asked two or three people to move their cars and made room. The family got out near me and the American said "Are all your policeman



in Ontario as courteous and helpful as that officer?" I said, "No, unfortunately, they are not—but we would like to see them act that way." The American said "I'll never forget that." I don't think he will. That policeman gave the Province a great boost.

I firmly believe ex-service men and women going into the tourist business will make a success because in the Armed Forces they learned they had to get along with other people agreeably. They realized that in everyone, whether you liked them or not, there was something about them you could admire. They learned and respected the rules of sanitation; certain rudimentary rules of health; they learned to be adaptable. They are the kind of people you need to develop the tourist industry.

Soon after taking over my duties I had an amazing experience. A man who had been a business executive before the war came into my office with his wife. He had joined the army as a private, earned promotion to Colonel, and he had been placed in charge of all catering for the Army in the Middle East.

His wife, a Canadian girl, had been dietitian in a Canadian hospital overseas. This couple, upon discharge, wished to buy a property under the Veterans Land Act and develop it into a tourist business, but they found the provisions of the V. L. A. could not be extended to cover their requirements. They were two people I felt certain would make a success of the tourist business. They were out of luck. I took the matter up with the D. V. A. and suggested the provisions of the V. L. A. extended to cover the tourist business as well as farming and fishing. So far I have obtained no results.

I believe ex-service people have a better chance of succeeding in the tourist business than as farmers. I am a practical farmer. The man who takes up farming needs a lot of experience and considerable capital. A man does not need as much experience or capital to make a success of the tourist business. I hope at even this late date the Federal Government may, in their wisdom, give this class of veteran a break. With the help and experience of members of the Citizens' Committee behind them I cannot see why they should not succeed.

We guaranteed the University of Toronto against loss if they would put on a course in "Hotel and Tourist Management." We expected a class of seventy-five. Instead one hundred and forty-three men and women enrolled. We obtained as lecturers men and women who had long experience and had made a success of the tourist business. I think the students will benefit greatly from their course. We intend to continue the course again next year.

In conclusion I might say that having travelled all over the Province since last June I am satisfied the members of the Citizens' Committees are doing a real job. You are displaying your Christianity in a practical way by giving the men and women coming out of the Services good sound advice

and a helping hand. Conditions changed tremendously during the years they were away and many veterans need a little guidance. On behalf of the Premier, the Members of the Cabinet, and all the Members of the Government, irrespective of their political leanings, I wish to thank you. We are interested in your efforts and we will do anything in reason to help you forward your good work.

(applause).

CHAIRMAN RICHARDSON: I will ask Mr. Quirt to thank Colonel Welsh.

MR. W. W. QUIRT: (Chairman, North Bay Citizens' Committee): My day has been very enjoyable. The meetings have been educational. It has been climaxed by a very enlightening address by the Honourable the Minister of Travel and Publicity, Colonel Welsh. On behalf of the delegates and their friends I wish to extend to you our sincere appreciation and thanks.

CHAIRMAN RICHARDSON: That completes the banquet proceedings. I will ask Tim Reid to take the Chair.

### **The Veteran in Business**

CHAIRMAN REID: Our subject for discussion tonight is "The Veteran in Business." The speech given by the Honourable the Minister has laid a most suitable foundation. I cannot say whether the provisions of the Veterans Land Act will be extended to benefit veterans wishing to start up in the tourist business although it is quite true that the "Small Holdings" clause in the Act was designed to help veterans who had another main source of income. I might say, however, that very serious consideration is being given to the question of Federal Government Guaranteed Loans to veterans who are found suitable and qualified to own and operate what the Minister so aptly termed "Service Businesses." Mr. Bryan of our Re-establishment Credits Division will introduce the next subject.

### **The Veteran in Business**

MR. B. GORDON BRYAN: I wish to thank the Citizens' Committees and the veterans applying for Credits for their patience. We are handling about 180 applications a day. There are delays, but we are doing the best we can. The work already started by the Citizens' Committees is not nearly done. In the past we have had to deal with veterans most of whom wished to realize on their credits the quick way. They wanted to buy furniture, trucks, tools, etc. Today we are just beginning to receive applications from veterans who have been studying local conditions, summing up the situation in their communities and now wish to start in business for themselves. You people as members of the Citizens' Committees have a great opportunity to render further service by giving these prospective business men good sound advice and making sure that when they consider the matter of opening a business in your communities they study all angles. During the past month 56% of applications were for partnership propositions, 39% for purchase of businesses, and only 4% for working capital. We approved 86%, but that report hardly shows a true picture. I would say that for every application submitted to the Re-establishment Credit Department for their final con-



sideration, four others have been persuaded to drop or delay their application for further study and consideration. In other words, four out of every five are off the beam when they first submit their applications. The members of your Committees know local conditions, values and prospects. You can help a young inexperienced veteran tremendously and can prevent them becoming victims of unscrupulous business brokers.

We mustn't overlook the veteran with only a few hundred dollars to invest. I know a case in which two veterans went into partnership with a total of only \$380. cash. They washed windows, cut lawns, trimmed hedges, and performed other simple household services. Today they employ five other veterans and their business is growing steadily.

If at all possible don't let the veteran make his application for a business purchase until the committee has investigated the matter fully and are satisfied he has a sound proposition. Above all don't let him make a cash deposit before the application has been approved. Cash deposits are very hard to recover if the deal falls through.

CHAIRMAN REID: The subject is now open for discussion. I feel that the hazards of any venture should be considered and if necessary pointed out to the applicant before he makes application to the Department. The Department will respect the information, advice and recommendations attached to or forwarded in regard to any veteran's application.

MR. L. S. ASHCROFT: When the district office approves an application no payment is made until it has been finally approved at Ottawa. This takes a long time. Is there any way payments could be expedited?

CHAIRMAN REID: There were prolonged delays due to the terrific backlog which built up after discharges were at the peak. There is no use making excuses. The staff was overburdened. However today a veteran who has received his gratuity statement should be able to obtain his credits three weeks after application is approved.

MR. BRYAN: Last February we had 4,300 files. Today we have 1,200. We are catching up.

CHAIRMAN REID: I would like the delegates to remember that many veterans would be better advised to use their credits taking training to improve their future earnings than to buy furniture, etc. at the present time. I would ask all members of the Citizens' Committees to consider this angle carefully.

MR. BASS DAWSON: I feel it is better for a veteran undertaking a business venture to go slow and be sure rather than to rush in and be lost. I say this because as Chairman of the "Awaiting Returns Benefits" we are more or less committed to award Awaiting Returns after a business venture has been approved until the business is on a profitable basis. The Veterans Officers can help you regarding obtaining Awaiting Returns Benefits for veterans.

CHAIRMAN REID: In the case of the veteran and his wife, referred to by the Honourable the Minister, who invested their joint savings in the

tourist business, they could both use their credits and providing both were employed full time in the business, they could both apply for and receive Awaiting Returns Benefits. The total they would receive in credits and Awaiting Returns Benefits would not be much different to the cash benefits they would have received under V. L. A.

JUDGE McDONALD, (Sault Ste. Marie) : I know Mr. Reid is not trying to confuse or mislead you, but I think from his experience with men who have tried the tourist business in the north country he should be convinced by this time that it is not practical to go into the business on the basis of using re-establishment credits or gratuities.

The Minister has given his opinion as a practical farmer that the tourist business in the north country offers much better returns than does farming. I have been in correspondence for some months with both Mr. Reid's Department and the Minister's. For a time I didn't know just who was passing the buck as far as making the Veterans Land Act applicable to the development of the tourist industry in the north country, but I know now that the Minister has also been using pressure to get some action from the Federal Government. I feel if we are interested in the hundreds of veterans who wish to start in the tourist industry, that we should go on record as asking that the provisions of the V.L.A. should be made applicable or enlarged to include the tourist industry.

We know it is not a simple matter of investing \$1,100. or \$1,200. To finance a good tourist resort that will please and satisfy tourists and bring them back again requires a minimum investment of between \$4,000. and \$5,000. The V.L.A. allows a farmer to pay down 15% on \$6,000. He then is allowed \$1,200. more for equipment. He is charged 3½% and he is allowed to repay the loan in twenty years. If the tourist business offers better prospects than farming then why shouldn't those who want to make the tourist business their life's work receive exactly the same benefits as those who wish to take up full time farming? I move therefore that the Department of Veterans Affairs be requested to arrange that men and women desirous of going into the tourist business be given the benefits of similar assistance as provided for those who take farms or small holdings under the V. L. A.

MR. J. MATTERS, (Chapleau) : I second that motion and concur in everything Judge McDonald said. It is not fair to penalize the veterans up north just because the country is not suitable for farming, particularly when the future prospects for the tourist trade are so bright.

CHAIRMAN REID: Those in favour? . . . Carried.

MR. H. R. SCOTT, (New Liskeard) : Our experience shows the biggest handicap a veteran going into business has to face is lack of materials and supplies.

CHAIRMAN REID: We realized this difficulty some time ago and we appointed a man at Head Office to act as liaison officer to Reconstruction



and Wartime Price and Trade Board. If you have difficulties I wish you would write me personally and I will see what can be done. The delegates may not be aware that 20% of all materials and supplies are unassigned and are available for the veteran starting in business. See discussion on this subject London Conferences pages 14 and 45, Hamilton pages 75 and 83.

MR. MAJURY: Is interest paid on credits until the time they are claimed?

CHAIRMAN REID: No, the money is held in trust until they wish to use it. However the Veterans Committee has recommended to Parliament that should a veteran die before he uses his credits his widow or dependents may use them.

MR. MAJURY: May a veteran invest his credits in Government Bonds? Bonds?

MR. BRYAN: They can use it for annuities but not for bonds. The reason is that if they bought bonds they could cash them the next day. A single man can protect his credits by taking out Veteran's Insurance, which has a cash surrender value in two years.

MR. W. W. QUIRT: Is a single man entitled to the same benefits under Re-establishment Credits as a married man?

CHAIRMAN REID: **Most certainly.**

MR. W. W. QUIRT: I wish to assure your Veterans' Officer, Mr. Daniels, that if he finds he has difficulties or problems to solve or is overworked the Citizens' Committee is willing and ready to help him.

**The evening session adjourned at 9.45 p.m.**

## **TUESDAY MORNING SESSION — NORTH BAY**

### **Provincial Period**

The Conference convened at 9:00 a.m. with Mr. J. J. Richardson in the Chair. He explained the set up, organization and functions of the Province of Ontario Rehabilitation Committee as reported on pages 36 to 39, London Conference, and then added, "We are fortunate indeed to have the services of our Chairman, Major-General Matthews, who gives most generously of his time to veterans affairs in spite of the fact he is a tremendously busy man in the financial field."

The Chairman then asked Mr. McIntyre, a member of the Ontario Rehabilitation Committee, to speak.

MR. A. MCINTYRE, (Dryden): I think you will agree that when the war ended Ontario was in a sound position regarding the organization for

rehabilitation work. I can assure you the success of the Citizens' Committees is very largely due to the efforts put forward by our joint chairmen. They have co-ordinated all our efforts; they have given us advice, and they have given us encouragement.

We have heard certain Citizens' Committees have disbanded because all their local veterans are home again. I think they have made a big mistake. The veterans are home but many of them are far from permanently re-established and placed securely so they can take the place to which we feel they are entitled in the social, religious and economic life of our communities. I feel the work of the Citizens' Committees will not end until every veteran is properly housed, permanently employed, and definitely settled in the community.

I will go even further. The Committees should continue to function to help counsel and advise other veterans who come into our communities seeking opportunities. I don't think our work will be done for several more years.

CHAIRMAN RICHARDSON: Thank you Mr. McIntyre. I am now going to call on Mr. Fred J. Hawes, Director of Apprenticeship for the Department of Labour.

(See Mr. Hawes speech, pages 40 and 41 of London Conference.)

CHAIRMAN RICHARDSON: Any questions, ladies and gentlemen?

MR. T. J. MCAULIFFE, (Port Arthur): I understand that in all designated trades the number of apprentices trained by any firm is limited by the number of journeymen employed. For instance a garage owner must employ five journeymen before he can train one apprentice. A master plumber, five journeymen before he can train two apprentices. If this is so, then how are all the veterans in training who graduate as third or fourth year apprentices going to be placed?

MR. HAWES: We have had wonderful co-operation and a great deal of help from the Trade Unions, and while they quite naturally watch conditions very closely and are determined that they will stop new men coming into their trade if it simply means pushing older journeymen out. They have stretched the matter of quotas for apprentice-training considerably since the men of the Services came back home. The leaders of organized labour are allowing into their unions all the new members they think the traffic will stand, and they are considering the very important fact that many of the older journeymen are nearing the age for retirement and probably will retire as soon as the abnormal conditions we are struggling with today come to an end.

There being no further questions, the Provincial Period ended and Mr. Reid took the Chair.



## Women's Rehabilitation

MR. E. B. REID: I will ask Miss H. Ballantyne to introduce the subject for discussion.

MISS H. BALLANTYNE: The majority of men present may be convinced that the question of Women's Rehabilitation could quite easily be dispensed with. The average male believe marriage is the goal of almost all ex-service women. The latest statistics show that if every eligible bachelor took unto himself a wife, one out of every six Canadian girls is destined to remain a spinster. I would stress that this is not the time for a complacent or apathetic attitude toward Women's Rehabilitation. It is true that to date only 182 ex-service women who registered with N. E. S. have not been employed, but we must remember that most of those who asked for early discharge had definite plans for the future. It is equally true that only 11% of the women discharged prior to April 30th, 1946, applied for training, but those who remained on in the services had no definite plans and the result is that 44% of those discharged in May 1946 did apply for Vocational Training, and D. V. A. has taken steps to see that they get what they need most. They appointed womens' counsellors.

The Citizens' Committees can do a great deal to smooth the paths ex-service women must tread before they reach the haven of social and economic security in their communities. I would say accept your returning ex-service women on exactly the same basis as you do your men. The woman, as well as the man, on returning home finds herself estranged from friends and community life after her long absence. Citizens' Committees should not forget their communal obligations to ex-service women. They must be made to feel they are welcome in the community clubs and organizations.

I would suggest that the women's organizations in all communities undertake a practice of follow-up visits to the homes of ex-service women and make sure that they all understand the advantages and benefits they are entitled to receive under D. V. A., V. L. A., C. V. T. and N. E. S.

C.V.T. for women specialize in such courses as home-making, practical nursing, dressmaking, hairdressing and beauty culture, the needle trades, hotel and restaurant management, cooking and bakery, etc. The facilities are considered more than adequate and it is hoped the enrolment of ex-service women will justify the trouble and expense. The success or failure of training our ex-service women will perhaps determine if these courses will be continued for civilians afterward.

Training-on-the-Job for women also suffered due to lack of publicity. Those seventy women who did apply were quickly placed in many types of training including interior decorating, fur finishing, copywriting, advertising, dental assistants, photography, X-ray technicians, commercial art, machine operating and even horsemanship. The fact that few are in T. O. J. is due to their ignorance of the facilities and opportunities available rather than a lack of appreciation. Please give these facts publicity in your communities.

I would therefore like to propose that this meeting consider possibilities of assistance from Citizens' Committees in the following ways:

- (1) The fostering of a favourable public attitude toward the ex-service women.
- (2) The inclusion of the ex-service woman in a programme for the social rehabilitation of veterans of the community.
- (3) The inauguration of personal follow-up visits for a discussion of rehabilitation plans and for purposes of acquainting the veteran with facilities of N. E. S., D. V. A. and C. V. T.
- (4) Possible formation of Advisory Committees for suggestions re courses in progress or for purposes of setting up new courses.
- (5) Whole-hearted support of enrolment in existing courses with the future of civilian training in view.
- (6) Publicity of the job placement services of N. E. S. and training-on-the job opportunities of C. V. T.
- (7) Possible formation of Job Panels for assistance in securing future job placements and training-on-the-job opportunities.

I would like to hear an expression of opinion as to how these services are now being performed and the possibilities of increasing their scope within the bounds of this Northern District.

CHAIRMAN REID: I wish to emphasize what the last speaker has said regarding ex-service women. They are in the majority fine young women. Records show that 80% of them were gainfully employed in civilian life before they joined the services. That disposes of the rumour that they joined up because they had nothing else to do. The records also show that the educational standards of the average ex-service woman is much higher than the average ex-service man. I will ask Mrs. Hardy of Timmins to open the discussion.

MRS. R. HARDY: We only had fifty-nine ex-service women in Timmins and we have experienced no difficulty at all with any of them.

MR. L. W. ASHCROFT: I am sure the Citizens' Committees will try to give publicity to the benefits to which our ex-service women are entitled but it would seem to me that if their ignorance of the Government's legislation is as serious and wide spread as Miss Ballantyne has stated, the fault lies with the Government and the In-Service Counsellors of the three services.

MISS BALLANTYNE: They have been told but they probably did not pay attention at the time. Regulations have changed and facilities have been developed since many took their discharge.

MRS. S. LARDEN, (North Bay): Care of our ex-service women has been my particular responsibility but until this morning I had never heard there were facilities for training as outlined by Miss Ballantyne. I would like



further information—to whom do we refer them?—where do they go for training?—what courses can they take? If we are to give publicity to the plan we certainly must know the answers to all the questions we may be asked.”

MISS BALLANTYNE: We have women field representatives in Ottawa, London, Toronto, Hamilton and Port Arthur. Elsewhere we rely on the field representatives of the C. V. T. and the D. V. A. Veterans Officers to supply any information required.

MR. T. J. FAUGHT: We have no rehabilitation problems as far as ex-service women are concerned in Sudbury. The demand for their services far exceeds the supply. Eighty percent of our ex-service women have joined the Legion. They are good members. I would advise that telegraphy be discontinued as a course for girls. There was an opportunity in that field at one time but the trend of the times has changed that. I think all girls being discharged should be told to contact their Citizens' Committee and the Legion upon their arrival home. I thank Miss Ballantyne for her clear and concise presentation of the facts concerning her Department.

### Housing

CHAIRMAN REID: Before asking Mr. Card of Central Mortgage and Housing to speak I would like to point out that the issuing of building permits is controlled absolutely by the elected representatives in your community. It is not a Federal responsibility. I want discussion but I want the matter regarding the issuing of permits for theatres, churches, roadhouses and what not settled before the discussions begin. I will now call on Mr. Card.

(See address on Integrated Housing reported on pages 43 to 45 London Conference, and also pages 80 to 83, Hamilton Conference.)

CHAIRMAN REID: Will Integrated Housing accept an application from a builder who wishes to build ten houses scattered in various parts of the community?

MR. R. CARD: Usually the ten houses are built as a group to permit economic construction. In certain circumstances in small communities we might agree to a departure from this general rule.

MR. L. W. ASHCROFT: It would be difficult to find a spot in the City of Sudbury where ten houses could be built in a group. What is the answer?

MR. R. CARD: I would suggest you make an application stating the facts and asking for special consideration. I think it would be approved.

MR. W. W. QUIRT, (North Bay): I understand Wartime Housing requires properties to be built in the municipality where there are paved streets, water, sewage and electricity. This bars many who might wish to build in promising areas just outside.

MR. CARD: Wartime Housing and Integrated Housing about which I spoke are two different projects. The houses you refer to were built to rent. These I speak of are built for sale. Many houses built under the

integrated plan have septic tanks and are built on the outskirts of the towns. As long as there is hydro and water we are happy.

MR. W. W. QUIRT: I am Reeve of an outstanding municipality in this district. It has the best financial record of any in Ontario. The land is level, bordering the lake, but because we are outside the City of North Bay we are told we cannot avail ourselves of the benefits of your plan.

MR. CARD: The lending companies who are partners of Central Mortgage and Housing are naturally anxious that the homes they finance are as near as possible to the established centres of population, especially near to schools, etc. We are doing everything possible to extend the areas in which National Housing Act houses may be built.

MR. T. J. MCAULIFFE, (Port Arthur) : Is it correct that no matter what part of the community Wartime Housing builds there is a standard rate for rent and taxes?

MR. CARD: Wartime Housing is not under us. I think they have more or less fixed the rents and they have fixed the taxation rates over a certain period of time in agreement with the municipality.

MR. T. J. MCAULIFFE: Under the integrated plan, once the builder and government agree on selling price the builder is given special priorities. Does he not take materials away from Veterans who might be trying to build independently? Is it not a case of robbing Peter to pay Paul?

MR. CARD: That is true. The integrated plan is calculated to build the greatest number of houses for veterans in the least possible time, at a guaranteed reasonable price. We have had contractors who wished to withdraw from their agreements because they realized before the group of houses were half finished they could sell them for much more than the price stipulated in our contract. It is a case of trying to benefit the most veterans. The individual veteran building his own home doesn't know what it will cost until it is finished.

MR. T. J. MCAULIFFE: We built eighty-one houses in Port Arthur on two streets. Do you think it is a good idea to settle veterans all in solid groups?

MR. CARD: Personally I think it is bad, because it tends to make class areas. This is particularly true in large cities. I am glad you brought up that point. I will take it up with the Corporation.

MR. QUIRT: I think "priorities" are at times obnoxious. I know one veteran who was burnt out. He has a wife and four children. Through his own ingenuity he has obtained all the materials to build his new home except that he requires forty bags of cement. He had paid for the cement and was promised delivery but when it arrived he found the W. P. and T. B. had control of the cement for Wartime Housing. His is an immediate problem and he can't go ahead and build his house to 75% completion and thus obtain priority to finish it because he can't start the foundations.



CHAIRMAN REID: Give me the particulars and I will see what can be done when I get back to Ottawa.

MR. GEORGE A. PILE, (Geraldton): We have houses remaining unfinished for a long period back due to Wartime Housing's control of windows and doors.

MR. CARD: Are they 75% completed?

MR. PILE: Yes.

MR. CARD: Then it is simply a matter of applying to the Priorities Officer for the necessary materials to complete them.

CHAIRMAN REID: In cases of that kind the Citizens' Committees should give the veteran a letter certifying his home is 75% completed. He then submits his application for priority to the Veterans Officer who endorses the application and forwards it to the proper authorities.

MR. J. MATTERS: Under integrated housing is any provision made for small communities to build groups of less than ten houses?

CHAIRMAN REID: That question was asked at London and Hamilton. The answer was "Yes". Special consideration will be given to such applications.

JUDGE McDONALD: Under the Integrated Housing plan the interest charged is 4.5%. Under the V. L. A. it is 3.5%. I think most veterans wishing to buy a home wish to choose their own lot and pay 3.5%.

MR. CARD: The V. L. A. is 100% a Government loan. The other plans are largely financed by private lending companies. The V. L. A. applies only to veterans—the other plans affect both civilians and ex-service men. If the interest rate was reduced in the other plans it would end private loans as investments. (At this point Chairman Reid explained how Hamilton sold tax lots valued at \$300.00 to veterans for one dollar and thus enabled them to finance their initial down payment. See pages 83 and 84 Hamilton report.)

MR. T. J. MCAULIFFE: I believe what is needed most are low rental homes and that if necessary the Government should subsidize the building of such properties.

MR. CARD: In larger centres Housing Enterprises Limited are building groups of houses and apartments to meet the rental demand, but it is not profitable to build low rental units because costs are so high unless the builders are subsidized. The time to build houses for rent is when costs are at their lowest.

CHAIRMAN REID: I think emergency housing must originate within most communities. Wartime Housing, Integrated Housing, the conversion of buildings and barracks and appeals launched to interest owners of large homes to convert them or rent surplus accommodation. The appeal for emergency shelter launched by the Government last fall was just as

successful as the effort and support given by the various communities. The City of Edmonton secured accommodation for nearly one thousand veterans' families; the University of Alberta students made a house to house canvass of the city.

MR. L. W. ASHCROFT: You say one thousand veterans got accommodation in houses?

CHAIRMAN REID: The appeal was made for the citizens to rent unused space in their homes.

MR. ASHCROFT: A couple of rented rooms won't satisfy the average married veteran very long.

MR. QUIRT: When will we have an opportunity to discuss Wartime Housing?

CHAIRMAN REID: Under general business this afternoon I hope.

Recess followed.

### VETERANS LAND ACT

CHAIRMAN REID: I think we will benefit a great deal more from the discussion of the V. L. A. after Mr. Nixon's talk if we frame our questions on the broad general principles rather than inject individual cases. Mr. Nixon looks after a very large area and the number of applications is enormous. He can't be expected to answer intimate questions concerning individual cases but will be pleased to receive a memo regarding any individual case and give the answer from his office.

MR. CHARLES NIXON gave the information already reported on pages 41 to 45 London Conference and pages 84 and 85 Hamilton, and then added:

#### **Recent Amendment, Section 35, Federal Government Grant to Veterans Settling on Provincial Crown Lands.**

The recent amendment to the V. L. A. has through the co-operation of the Province made it possible under Section 35 to put qualified veterans on Provincial Crown Lands under an arrangement whereby the Province of Ontario provides the land and the V. L. A. makes an outright grant of \$2,520.00 for clearing and preparation of land, cultivation, essential farm livestock and equipment, purchase of necessary buildings, fishing equipment, trapping or fur farm equipment, essential household equipment, etc., but **not for purchase of breeding stock.**

CHAIRMAN REID: I suggest that the discussion take into consideration the following three matters of importance:

- (a) Assisting the veteran to locate suitable properties.
- (b) Liaison with V. L. A. officials.
- (c) Procedure where extra-ordinary action is desirable.

I will ask Mr. Greaves to start the discussion.



MR. J. T. GREAVES, (Huntsville) : I will take the last heading because I feel I can speak with some authority. To my mind the solution lies in the willingness of V. L. A. officials to co-operate. We hear criticism but I will give two cases to show that written requests addressed to Mr. Nixon personally brought quick results in special cases.

(a) A veteran came to me to ask my assistance to enable him to purchase a property under V. L. A. where time was the essence of the contract. I helped him fill out the necessary documents and sent a covering letter to Mr. Nixon explaining the special circumstances. Mr. Nixon arranged to have the farm appraised and the Regional Advisory Board sit to qualify the applicant the following week.

(b) A young airman was flown from England to receive special hospital treatment to save his eye-sight. He was still in hospital and not yet discharged when he heard of a very desirable fifty acres on which he wished to develop a poultry farm. The V. L. A. officials to whom he applied told him nothing could be done until after his discharge. I took the matter up with Mr. Nixon and the application was approved in less than two weeks. The farm was held until the airman left hospital and was discharged. He is now established and doing well.

I am satisfied that Mr. Nixon will do everything possible within reason but he can only act in special cases; he can't be expected to handle all applications and outside of these special cases I don't think the present administration of the V. L. A. in the Muskoka District has been very satisfactory.

I don't think the V. L. A. has in the past been able to give veterans the type of service they have a right to expect. I am aware they may have done everything within their limited power as individuals to cope with the thousands of applications but there have been too many and too long delays in qualifying applicants and closing purchases of farms. I say there is need for improvement if our local veterans are to be settled in or near their own communities. Land is at a premium, prices are steadily increasing, vendors have no need to wait long periods for a settlement because they have other purchasers ready with cash in their hands. I believe the cause of the delays is inadequate staff. If I am right it is up to the Government to provide the help required. Our Citizens' Committee members on their part are willing to advise all veteran applicants when and where to appear before the Regional Advisory Committee and see that all the forms are properly completed and regulations complied with. In order to do this we request an ample supply of all forms be supplied our office.

To illustrate what I mean I have here an application I completed for a veteran last Saturday. With it is a letter from the Vice-Chairman giving full details of the property and the special circumstances of the applicant. Attached also is the owner's offer to sell, the man's discharge certificate, a letter from the Department of National Defence and all pertinent information. Surely if applications are made so complete there can be little excuse for further correspondence and prolonged delays.

I do want to say this—Mr. Nixon agreed to send the Regional Advisory Board to Huntsville to interview and qualify applicants if there were six or more applicants rather than have them visit Toronto.

One final suggestion. I think that when an appraiser is sent to appraise a property in any given district he should be given that district's file in order that he may appraise other properties for which applications are waiting qualification. Then when the qualifications are granted there will be no further delay and even if the application is disqualified the information regarding that farm will be on file. This would save many trips and much time.

CHAIRMAN REID: All veterans intending to seek benefits under the V. L. A. should apply for qualification **at the time of their discharge** and then look for suitable properties. This would save four or perhaps five weeks delay in putting the deal through once they located a suitable property.

MR. NIXON: I thank you Mr. Greaves for your kind remarks and constructive suggestions but unfortunately I couldn't put through this application you have just given to me because the veteran's fiancée has not yet arrived in Canada. Under the Act both husband and wife must signify their willingness to live on the property it is proposed to purchase and the Regional Advisory Board must be satisfied that both parties are the right type to make a success of the venture. We used to stretch a point in certain cases but head office claims four hundred English brides are now waiting to return home because conditions in Canada are not what they expected.

MR. GREAVES: Leaving the intended wife out of the discussion, how does my proposal strike you?

MR. NIXON: All right; but I want to say this, the application forms are available to all **Veterans Officers** not to Chairmen of Citizens' Committees. I really exceeded my authority in sending a supply to your Vice-Chairman.

JUDGE McDONALD, (Sault Ste. Marie): I find the delays complained of are common to all districts. Is shortage of staff the reason?

MR. CHAS. NIXON: It isn't that. We have a very able staff and sufficient staff. There are thirty-five different reasons why veterans can't qualify. In the time at our disposal it wouldn't be possible to go into all details regarding the administration of the V. L. A.

JUDGE McDONALD: Is there a delay in searching the title?

MR. NIXON: Emphatically No!

NOTE: A long discussion then arose between Judge McDonald and Mr. Nixon concerning the legal set up and procedure of V. L. A. which was identical with the discussions reported at London and Hamilton. (See index for pages covering previous reports.)



JUDGE McDONALD: Are the delays then due to appraisals? Are you satisfied with conditions as they are?

MR. NIXON: There is a scarcity of good, well qualified appraisers but I am satisfied that our whole system is improving to a point where I don't know what else we can do to improve it further. We are charged to administer the V. L. A. as passed by Parliament. The speedy demobilization did flood us for a time. Our legal department was built up from one to twenty. I investigated nearly two hundred cases which were delayed and in every case without exception the delay was due to the vendor's solicitor and not ours.

MR. T. J. FAUGHT: I wish to say that I burnt my fingers on several occasions when I criticized the V. L. A. officials for what I thought were unnecessary delays but upon investigation I found the fault was due to the vendor or his solicitor. I wish to congratulate Mr. Nixon for the general efficiency of his department. I am a strong Conservative but I wish to say the Federal Government's Rehabilitation Legislation is the best in the world and I have studied what all allied countries have done in this regard.

(applause) .

DR. GRIFFIN: I wish to take some blame from Mr. Nixon's shoulders. Often medical opinions have to be obtained regarding an applicant's employability. Due to pressure of work this often took as long as three weeks to put through but conditions are improving steadily.

MR. GEORGE BLACK, (Kirkland Lake) : Regarding the search of titles and the delays. The mortgage companies use the most efficient method of searching titles and they use local solicitors and brook no delays. I am sure if V. L. A. has developed a better system the mortgage companies will be glad to hear about it.

I don't altogether agree that it is a good thing for a veteran to qualify for V. L. A. benefits as soon as discharged because he may mentally commit himself, and feel he must go through with the application. I feel a veteran should take time and carefully consider all angles of the D. V. A. legislation before he finally decides what he will do. Thirdly I feel special consideration should be given to veterans who reside in Northern Ontario and because land is at a premium they should be allowed to benefit under the V. L. A. on lots as little as 50' x 100'. That is the size of my lot and it gives me pleasure and exercise and provides all the fruits and vegetables we eat in the summer. Surely there is something the Government can do to enable veterans in our mining towns to benefit under the V. L. A. because as far as most veterans I know are concerned they just can't afford to build under the National Housing Act.

CHAIRMAN REID: If it is the feeling of this meeting that further legislation is required to meet the problems of urban housing in the north country I will be pleased to convey such an expression of opinion to the Government but I don't think you had in mind an extension of the V. L. A.?

MR. BLACK: As far as Kirkland Lake is concerned we do hope that the present legislation will be amended to allow veterans to buy smaller lots under the V. L. A.

MR. MCAULIFFE, (Port Arthur): I understand that a recent change in V. L. A. prohibits veterans building homes in communities over 5,000 population. This is going to work a hardship on many who have already made their plans.

MR. NIXON: Where commitments have been made and plans approved they will be permitted to proceed.

JUDGE McDONALD: We are told an initial million dollars has been allocated to take care of excess costs of construction. On what basis is that money to be applied?

MR. PRIESTLY: By bringing the cost down to 40 cents per cubic foot.

JUDGE McDONALD: The veteran is anxious to know as soon as possible how much he is going to have to pay.

MR. NIXON: He is told that when the house is allocated.

MR. H. C. SCHMELER, (Kapuskasing): We have a number of veterans who have qualified for V. L. A. benefits but they can't locate land within two or three miles of the large paper mill which is their only place of employment because all the land, except the Government owned experimental farm, is company owned. These facts have been drawn to the attention of V. L. A. officials and I think special consideration should be given this matter.

CHAIRMAN REID: We are now over our time and I think we should adjourn.

The morning session adjourned at 12.25 p.m.

## TUESDAY AFTERNOON SESSION—NORTH BAY

Chairman Reid called on Mr. Bass Dawson to introduce the subject of Personal Service to veterans. F/L O'Gorman of the R.C.A.F. and Lieut. Ross Hunt of the R.C.N. then explained the two Benevolent Funds. (See index for pages covering previous reports.)

MRS. S. LARDEN, (North Bay): Expressed the opinion that the number of veterans and their families in the North Bay area requiring Special Personal Services was very small. She said what few there were had been handled extremely well by the D.V.A. staff working in co-operation with the Citizens' Committee and Children's Aid Society in North Bay. Mrs. Larden then expressed herself very strongly regarding the housing problem veterans face today and said "They went over and fought for our country. If they hadn't, our enemies would now be in control. Many of those that came back can't find a place to lay their heads or find decent



accommodation for their families. While there are nine and ten room houses only half occupied in this city, some veterans have been forced to live in shacks and cabins not fit for animals to live in. I don't think the Government or any person should say to our veterans 'you can't build here or you can't build there'."

MR. T. J. FAUGHT, (Sudbury) : We have our problems, but with the co-operation of the many friends in the D.V.A., the Legion and the Red Cross, our rehabilitation committee has so far found a solution to all of them.

We had the case of a Sudbury girl who married an English sailor. She had a child and then took sick. Because of regulations, she hadn't sufficient income to make ends meet but the Legion and Red Cross looked after her. I started a publicity campaign by having her picture taken with her baby and a packet of Pabulum. The caption read "Will this last until Daddy comes home?" I went to Ottawa with my problem and saw Tim Reid. I am glad to say we got matters straightened out and the father is now on his way to Canada.

Another veteran's wife suffered from a tumor on the brain. I took her to a doctor in Toronto and he operated and didn't charge a cent. Now she is well and returned to her family.

I feel that we members of the Citizens' Committee are well rewarded for the time and effort we put into our work by the results obtained.

I do feel however that we of the north are at a disadvantage when it comes to obtaining immediate cash assistance for urgent cases. I understand in large centres grants or loans up to \$25.00 can be obtained from D. V. A. to give immediate relief to deserving cases. I feel there should be no discrimination. I was one who insisted that the D. V. A. open a District Office to deal with the problems of veterans in this North Country because the Toronto office was overworked and I felt we were not receiving the immediate service to which our men were entitled. I hope our major problems will be solved when this new office opens about September 1st.

I am pleased that the "Doctor of Choice" policy has finally been adopted but I want the delegates of all Citizens' Committees to take back the message that the ultimate success of this plan will rest upon the local doctors submitting full, complete and detailed medical reports of their veteran patients' physical condition at the time they are called in to provide treatment. This information is absolutely essential. The doctor must record everything he finds wrong with a patient at the earliest possible date following a man's discharge because on that evidence a future claim for pension may succeed or fail. I would advocate that the D. V. A. take special measures to advise all medical practitioners regarding the importance of making their examinations full and complete and reporting their findings in writing.

MR. J. T. GREAVES, (Huntsville) : I feel a resolution should go forward from this conference urging that the Army Canteen Fund be made available

to help deserving veterans who served in the Army in the same way the Navy and Airforce Canteen Funds help their ex-service men and their dependents.

MR. T. J. FAUGHT: The Army Canteen Fund from the First War has still about \$600,000. available. There are also other funds that still have assets, like the Kathleen Hamilton Fund which has \$500,000. available to help the daughters of veterans of World War One. Most of them are now grown women and they are the only ones who can benefit legally.

The Soldiers' Aid Commission has always been very good. I have never been refused when presenting a deserving case.

MR. M. A. SEARLE: The Soldiers' Aid Commission, 11 Queens Park, Toronto, administers the Kathleen Hamilton Fund and it is available to help widows, as well as the daughters of men of the C.E.F. who are on pension or have a claim for pension under consideration.

MR. L. W. ASHCROFT, (Sudbury): Mr. Faught mentioned that Mr. Parliament can loan a deserving case \$25.00. Can that privilege be extended to veterans living in the North?

MR. BASS DAWSON: The loans Mr. Faught referred to are actually loans and must be paid back. They are made to enable a man to tide himself over an emergency period when he has been granted pension and is awaiting his first cheque or in cases where definite employment has been promised to start on a certain date, but in all cases the applicant signs an authority under which the D. V. A. can collect the amount of the loan from his pension or his pay.

There are several reasons why men away from the larger centres don't use this accommodation. The mechanics are a little slow and by the time the cash arrived the emergency might be over. Usually Legion Branches will make a repayable loan, but we would not refuse an application just because the man lived in a far away district.

MR. T. J. FAUGHT: I don't agree that the Legion Branches have special funds from which to make loans. Even if they had, the Toronto Branches would have the same facilities. Why should those in the North be penalized?

MR. J. MATTERS, (Chapleau): Why should the authority to make such loans not be in Sudbury as well as Toronto?

CHAIRMAN REID: I don't think Mr. Parliament's office would refuse a long distance call in an emergency and give quick action.

MR. FAUGHT: It would take at least two days to send the money. Why have the Veterans Officers at other points not been given the same authority?

CHAIRMAN REID: I will look into this matter when I get back to Ottawa.



MR. W. W. QUIRT, (North Bay) : Before I speak on Personal Services I would like to say that through the interest of Major Flint and Mr. Desjardin the veteran I mentioned yesterday will now get the forty bags of cement.

I would like to ask why in this North Country men requiring legal advice cannot obtain that advice without paying stiff legal fees? I know a case in which the wife of a veteran overseas has been living in adultery, spends most of her time in jail and her children have been cared for by the Childrens' Aid. The grounds for divorce are exceptionally clear but the lawyer requires \$500. to obtain the divorce.

MR. BASS DAWSON: In cases where the Bar Association does not co-operate I would suggest you write to Mr. Parliament and the Law Society in Toronto will notify you regarding the names of lawyers in your district who have been appointed to counsel veterans. They will explain to the man or woman their legal position, but any legal service must be paid for. The question of legal fees also can be decided through the proper channels. Adjustments have been made in the past.

MR. QUIRT: I had a case brought to my attention only last night. A veteran was charged with assault and his lawyer charged him \$1,000. The defense occupied three minutes. I call that an exorbitant charge.

CHAIRMAN REID: I think such cases should be dealt with by the Citizens' Committees. Last year we recommended that each Committee interest a lawyer to sit in on their advisory panel and give advice without cost. Of course if legal action is required such services must be paid for at the rates prevailing in each community. I don't know the practice in Criminal Law but in Civil actions the District Judge can set the proper charges for legal services.

MRS. R. HARDY, (Timmins) : We have a case where an English bride and her child arrived only to find that her husband had set up house-keeping with another woman. She wants a separation and to go back home. She got a court order for support but her husband ignores it. The Red Cross says they can't do anything. What are we supposed to do?

CHAIRMAN REID: The Court Order can be enforced if the man is working. There is a jail term for contempt of court.

MR. H. M. THOMPSON, (Timmins) : There is too much trouble regarding war brides. I think they should be given a course in homemaking to adapt them to Canadian conditions.

CHAIRMAN REID: There are a number of Canadian war brides need a similar course. We find most British war brides quickly adapt themselves to Canadian conditions. The D. V. A. Homemaking Course is not available for brides from overseas.

MR. T. J. FAUGHT: I am in favour of giving all who need it the Home-making Course.

MR. L. W. ASHCROFT: I think the Citizens' Committees might interest the Daughters of the Empire in this problem. They could visit and advise the war brides.

CHAIRMAN REID: I ask permission to leave for Toronto on important business and suggest Mr. Parliament take over my duties for the remainder of this meeting.

A vote of thanks to Mr. Reid was passed before he left.

CHAIRMAN PARLIAMENT: I will now ask Mr. J. Catto to speak on

### Casualty Rehabilitation

MR. J. CATTO, Supervisor of Casualty Rehabilitation, "D" District, D. V. A.—covered the subject. See index for pages covering previous reports. He concluded with the remark "The veterans' plea is **"See what we can do and let us do it. Forget what we can't do—and let us forget it."** "The only satisfactory form of re-establishment for a disabled person is employment which he can take and keep on his merits as a worker in normal competition with his fellows.

MR. J. W. WEATHERALL, (Sault Ste. Marie) : We have about fifty handicapped veterans working in the Soo. Only one landed back in the lap of our Rehabilitation Committee. He has developed into a problem case. Men returning from hospital are given a card to the Superintendent who tries to place the man in work suitable for his condition. We have come across cases we couldn't employ and these may have to seek other employment elsewhere. It might be of advantage if a system of interchange of information was introduced between Citizens' Committees because we might be able to employ twenty of a certain type where we only have ten and some other community might have an opening for a disabled veteran we cannot place.

CHAIRMAN PARLIAMENT: I will have this suggestion regarding the listing and interchange of opportunities looked into. It sounds interesting.

MR. G. A. PILE, (Geraldton) : Does the ninety day re-instatement clause apply to disabled veterans?

MAJOR C. FLINT: I would certainly say the 90 day period of grace would cover re-instatement if at the end of 90 days the man could be re-instated but I don't think the question has come up before in connection with Casualty Rehabilitation.

MR. BASS DAWSON: The casualty is exempt under the Re-instatement Act. It is an escape for the employer.

MR. J. CATTO: We usually contact the previous employer of a casualty case if he indicates his desire to return. In most cases satisfactory arrangements are made—there have been some snags.



MR. PILE: Supposing a man had ten years seniority with a firm and because of his disability could not perform the same work. If he took a special course and fitted himself for another type of employment can he be re-instated with his seniority?

MR. CATTO: That would also be a matter for negotiation between the Casualty Officer, the man and his employer. I would say this, the big mining companies of the North have been very considerate. They have taken back their old employees, given them their seniority, even if they could only walk.

MR. T. J. FAUGHT: I wish to compliment Mr. Catto and one of the Casualty Placement Officers Major Labrick. They have both rendered wonderful service.

JUDGE J. H. McDONALD: I wish to compliment the D. V. A. in bringing in the Doctor of Choice policy but I think the Citizens' Committees, working in conjunction with the Medical Associations in various centres should arrange that the D. V. A. make contracts with all the good hospitals throughout the north country so that local veterans requiring treatment and care may receive it in the hospital nearest to their place of residence. It would save the Government money and place the man near to his family and friends. I would like to move this resolution.

MR. L. W. ASHCROFT: I'll second that. (The vote on the resolution was postponed until Dr. Griffin had the opportunity to speak under general business.)

CAPTAIN J. CATTO: Offered to send further supplies of handbooks dealing with Casualty Rehabilitation to committees requiring them.

MR. M. A. SEARLE then spoke on "The Veterans Bureau" as reported on page 56 of the London Conference and pages 93 and 94 of the Hamilton Conference. He added "appropos of Mr. Sparks remarks yesterday regarding the restoration of the insurance principle. There is, strictly speaking, no retroactive pension granted, but nevertheless the applicant who has been granted pension under this new clause has the right to proceed with his claim and if it is proved that his disability is strictly due to service he may be granted retroactive pension to a maximum of three years, **providing the decision was given after January 1st, 1945.**

Another important thing to remember is that many men were discharged "N.A.D."—no appreciable disease. Experience teaches that a number of such men do report with some illness or disability needing medical attention soon after discharge—within six or twelve months—it is absolutely essential to protect the man's future interests that a most complete history and findings be placed on file at the earliest possible moment after his discharge so that all facts and circumstances may be placed before the Board of Pension Commissioners in order to obtain entitlement. I am not so much concerned whether a man obtains a 5% or 100% pension at the start as I am in obtaining official entitlement for

treatment because if the disease or disability is progressive the door is then always open for increased assessment.

There are many cases of veterans who have been treated and cured of ailments within a year of discharge but there is no guarantee that there will be no re-currence of the same conditions. Take for instance chronic bronchitis or duodenal ulcers—unless the files are complete and entitlement obtained soon after discharge there may be serious difficulty and delay in obtaining entitlement to treatment and pension for the disability later on. I therefore offer this suggestion. It would be wise for the Citizens' Committees to endeavour to get their local doctors together for a discussion of this very important matter.

Every veteran is entitled to treatment for any condition for the first twelve months after discharge but it is also important that his case be brought forward to claim entitlement to pension should the condition develop sufficiently to become a menace to his employability later on.

Only recently a widow was granted \$30.41 under War Veterans Allowance but a review of her husband's file showed he had reported to the old D.S.C.R. within a week of discharge with the same illness which caused his death in December 1945. The disease had become chronic but he had never bothered to make further application. The fact that the records showed he was treated and was entitled to pensionable consideration enabled us to obtain for that widow a pension of \$60.00 per month.

MR. L. W. ASHCROFT: I feel the D. V. A. or the Board of Pension Commissioners should take all necessary steps to advise all doctors regarding the full responsibilities they assume when they undertake treatment of ex-service men and women. They should at least be sent letters and copies of the regulations.

CHAIRMAN PARLIAMENT: Mr. Searle will be pleased to forward these and act on your suggestion.

MR. T. J. FAUGHT: I respectfully submit that a Pensions Advocate make periodic visits to the northern section of this Province, and that Citizens' Committees and Legion Branches be notified in advance of the date of his arrival. I have had as many as thirty-four cases in Sudbury waiting such visits. I realize how busy Mr. Searle and his assistants are in Toronto but I feel some definite arrangement should be made to care for the veterans in outlying districts.

CHAIRMAN PARLIAMENT: The matter of establishing a Veterans Bureau at North Bay is now under consideration.

### GENERAL BUSINESS

DR. GRIFFIN: First let me say what has been done to deal with the "Doctor of Choice" problems. First a letter of instructions was sent out to all doctors covering all points thought necessary to enable them to carry



out their duties. Second, Dr. R. A. Harvey toured this North Country in May 1946 and contacted all doctors. His visits covered all doctors—not just Departmental doctors because under this new policy there is no such thing as a D.V.A. doctor any more than there are outside clinics and this being so there is really no necessity for your proposed resolution.

I am going to read to you some of the instructions sent out to your doctors.

Ex-members of the Armed Forces and other individuals may apply for treatment for which the Department of Veterans Affairs is responsible. They may apply to dental, medical offices, or any other doctor of their choice and be given treatment according to the conditions set up below. Doctors providing service under the Department shall be regularly qualified, duly licensed and in good standing in the Province in which they are residents.

Medical service may be provided by or through the doctor of the veteran's choice, in the veteran's home, the doctor's office or in hospital subject to the limitations as set out below.

Veterans suffering from certain orthopaedic, plastic, neurological, etc. disabling conditions and previously treated for these conditions by the Armed Services during active service and referred to the Department on discharge for treatment by the special services—that is special service clinics operated by the Department—in Departmental hospitals—will ordinarily be referred to those special services for continuing treatment by the hospital staff.

Now that I think should be clear to all of you. A man who has had general surgery, plastic surgery, special orthopaedic surgery in most cases, I would say in practically all cases, a pensioner. If not already, he will be. Therefore the treatment that is afforded to him for a condition that arises in connection with that certain disability may have an effect subsequently on his pension assessment. It may, and in all probability would if it didn't clear up entirely, raise his pensionable disability and therefore raise his assessment. Therefore that is the reason why they expect to have such recurrent conditions treated in Departmental hospitals.

Now that is not a hard and fast rule and any doctor who has a patient who for some special reason wishes to treat him at a local hospital, if he can convince the Medical Assistant to the D.V.A. or his medical assistants that such treatment in the hospital is not going to jeopardize the man's condition or his entitlement to increased pension or the medical assistant or his representative is convinced that the doctor is meticulous in his record which is very important as Mr. Searle pointed out, I don't think there would be any hard and fast rule about that man having to go to Christie Street Hospital.

Now veterans suffering from pensionable disabling conditions requiring other than ordinary advice or treatment would ordinarily be re-

ferred to Departmental Hospitals under the care of the hospital staff. There again it says "ordinarily"—it does not say they must in all cases of veterans suffering from conditions referred to in paragraph four and five above. That is, the veterans suffering from orthopaedic, plastic and neurological treatment may be treated in other than Departmental hospitals only on authority of the Department District Medical Officer. The doctor consulted should do everything necessary for the immediate handling of the case.

Except in cases of dire emergency, elective surgery—that is surgery not emergent such as for hernia—D. V. A. would rather have them in our own Departmental hospitals because obviously the cost of hospitalization is going to be lower than it may be done in a local hospital if authority is granted from the District Office.

A change of doctors may not be made by a veteran in the treatment of a condition unless he goes away from home and is returning there or for other good reasons, without authority from the Departmental District Medical Officer. When I say the Departmental District Medical Officer I mean in this District the Medical Assistant to the D. V. A. Dr. Norwich, Dr. Harvey or outside doctors. Now it is obvious the plan is going to jeopardize his health in most cases by changing doctors because it isn't good practice in connection with ex-service or anyone else. That is during an illness. The Department may at its discretion require a veteran to report to the Departmental Special Treatment Centre for advice or treatment of any case. They may do it—it doesn't say they will.

The Department assumes no responsibility for treatment or for electro-surgery performed without the authority of the Medical Officer. That electro-surgery is not emergent.

Naturally a man with an acute appendix is going to need an operation whether he gets treatment through the Department or doesn't. The operation is performed and the argument takes place afterwards, but if he has a hernia or some other condition which does not require emergency treatment and there is no need for hurry, the authority for having the operation done in the hospital may be sought before having the operation performed. Consultation will be approved according to the principles of standard medical practise. This refers to all treatment to which the veteran is entitled with the exceptions listed.

The services of a Victorian Order Nurse may be realized when available and when required. Application for such service should be made to the local Victorian Order Branch.

Veterans entitled to treatment by the Department and who require hospitalization may elect to be admitted under the care of the hospital staff where the distance involved or other considerations make such action reasonable. In such cases the attending doctor makes the necessary arrangements and will be paid for his services up to that time. Similarly veterans are free to consult departmental out-patient clinics.



Special authority must be obtained for the carrying out of other than a recognized type of treatment for any condition. Emergencies under any circumstance will be dealt with according to standard medical practise

Brief and comprehensive clinical reports shall be forwarded by the attending doctor on a D.A. Form 1025, either at the beginning of, during or at the conclusion of treatment as instructed on the reverse side of the form. In any case the form is in the hands of the Departmental District Officer on the tenth of the month following that in which treatment is provided.

The question asked me outside was this: Dr. so and so in my town has cheques coming through for treatments regularly. There is no complaint at all but one of the other doctors—his bill for accounts hasn't been taken care of for months.

Now D.V.A. insist before they pay any amount that they should have comprehensive medical reports on the conditions for which the man was treated. I think that is fair. It is not only fair to the Department but to the veteran. As Mr. Searle pointed out, ten years from now those veterans' reports may be very important in establishing a claim for a pension settlement and I think any man who doesn't send those in, no matter how busy he is, shouldn't kick if his bill is not paid as promptly as it might be.

To sum up, these patients, except for the conditions that are noted, are free to go to their own doctor and their doctors are free to treat them in their own hospitals. I hope that answers the question.

CHAIRMAN PARLIAMENT: Does that answer your question, Judge McDonald?

JUDGE McDONALD: We are indebted to Dr. Griffin for his statement. All my resolution is attempting to do is extend to the hospitals in Northern Ontario the right to handle these veterans whom the doctors in the various localities are themselves servicing. With this memorandum Dr. Griffin has sent out there should be no difficulty in arranging with the local Medical Associations that the local hospitals obtain a contract from the D. V. A. so they can provide necessary hospital care, rather than send the man to Toronto or elsewhere, as I pointed out, at additional expense to the Department and considerable disturbance and inconvenience to their families.

Judge McDonald's original resolution was then put before the meeting and carried.

MR. J. MATTERS, (Chapleau): May veterans receive treatment from chiropractors under treatment regulations? I know one man who was discharged from hospital a cripple. Chiropractic treatments have improved his condition tremendously.

DR. GRIFFIN: Medical services may be provided through a Doctor. There is nothing under the law that states a Chiropractor is a Doctor. I

would rather not argue about chiropractic treatment here. It would be of no avail. The old subject of professional jealousy would arise.

MR. J. MATTERS: That hardly enters my question. The whole principle of treatment by the D. V. A. is to fit a man for work. The case in which I am interested the man was treated at Christie Street for three months. He was in worse condition when he left than when he was admitted. He carried his own bag into hospital but he couldn't carry it out. He spent three weeks at his own expense taking treatment from a Chiropractor and then resumed his work in the bush. My point is this. If that man spent his own money to fit himself for work then he should be reimbursed . . . and professional jealousy doesn't enter into my argument.

DR. GRIFFIN: There is no way I know of by which he can recover that money.

MR. FAUGHT: Have contracts been signed with all leading hospitals?

DR. GRIFFIN: There is no need for a contract. All payments are made on a fee basis. All bills are paid at ward rates unless the doctor certifies that the patient needed a semi-private room. The D. V. A. will pay for a private room if necessary. The only stipulation is that the hospital must be an accredited institution and keep proper records. Records are most important because the patient may need that evidence ten years from now.

MR. H. S. SPARKS: I was asked outside if a deserted mother can claim pension for a son killed overseas who had contributed toward her support until he died. The answer is that the department considers the special merits of all such individual cases. Write us full particulars giving complete identification of the veteran, and it will receive careful consideration.

Deserted wives are expected to look to their husbands for support but when he cannot be located special consideration is given. Then again age enters the question. It is hardly considered necessary to pension a deserted wife who is young enough and able to earn her own living. Do not hesitate to write to us or the Pensions Advocate, but try to deal with one subject in one letter.

MR. W. W. QUIRT: It is my understanding that Wartime Housing must give veterans preference and allocate the homes when ready for occupation. I feel we should know thirty days or two months in advance to which veterans these new homes are allocated because if we did we might place other veterans in the accommodation they are about to vacate.

CHAIRMAN PARLIAMENT: That is a matter you should take up with Wartime Housing. In Toronto a Special Committee at City Hall makes all allocations. A man is given seven days to move in and if he doesn't the home goes to someone else. There should be no difficulty in reaching some arrangement with your local officials.

MR. RAYMOND CARD: The reason for not allocating houses before they are completed is that if this was done and there was any unforeseen delay



the Government would be held responsible. We don't usually let anyone put his name down prior to one week before the place is ready.

Judge McDonald, Mr. Faught and others then spoke, complimenting the Dominion and Provincial Government officials for the able and efficient manner in which they had introduced all subjects for discussion and answered questions asked.

MR. J. J. RICHARDSON then brought the conference to a close by thanking all the delegates who had travelled so far and contributed so much to the success of the conference and the work of rehabilitation in their various communities.

The Conference adjourned at 5:45 p.m.

## TORONTO CONFERENCE

### THURSDAY MORNING SESSION

The Rehabilitation Conference of delegates of Regional Community Committees of "D" District Department of Veterans Affairs, sponsored by the governments of the Dominion of Canada and the Province of Ontario, met in the Royal York Hotel, Toronto, on July 18th and 19th, 1946.

Mr. H. W. DeGuerre, District Administrator, D. V. A., "D" District, opened the meeting by welcoming the delegates and repeating the address already reported on pages 98 to 101, North Bay Conference.

Chairman Reid then gave his address (see pages 1 to 3) and was followed by Mr. G. H. Parliament, who spoke on "The D.V.A. and the Community Organization". Dr. B. M. Griffin then introduced the subject "Treatment Policies". (See index for pages covering previous reports.)

The delegates were then welcomed by Mayor Saunders who said "The greatest of all rehabilitation problems is that of housing. I have been delayed coming here today because I had to attend a special meeting to try and stop sixteen evictions scheduled for next week. **This sort of thing has got to stop.** If we cannot get the Sheriff's Office to co-operate we must get sufficient power elsewhere." Mayor Saunders told the delegates he was well satisfied with the work they had done and were still doing.

## DENTAL TREATMENT

DR. J. H. DUFF, District Supervising Dentist, D. V. A. repeated the talk he gave at North Bay, see pages 110 to 112.

## CHANGES IN THE PENSION ACT

DR. J. C. FERGUSON, Chief Pensions Medical Examiner, Canadian Pension Commission, spoke briefly and then called on Mr. H. Sparks, who repeated his address given at North Bay. (See index.)

MAJOR J. J. RICHARDSON then occupied the chair and asked Mr. A. M. MacKinnon, District Supervisor C.V.T., to introduce "**Training On The Job**" after which Colonel F. W. Wood, Director of the Training and Re-establishment Institute spoke on "**C.V.T. Schools**".

## QUESTIONS AND ANSWERS

MR. G. H. HARDY, (Grand Valley) : It seems incredible that men and women recently returned from service in the Armed Forces overseas can settle down and after four months course, pass examinations for which students of school age take ten months to prepare.

COLONEL WOOD: Our students work eight hours a day, broken up into seven fifty minute periods. In addition, all students are given much more home work than school children. Then again our teachers have been specially chosen and trained to teach these adult pupils and they spend more time answering pertinent questions than they do actual teaching. The veteran is anxious to complete the course and obtain a pass in his subject as soon as possible, while an ordinary pupil must stay at school the whole term until he reaches a certain age. Students who cannot keep up with the majority are given extra private tuition. The Department of Education of the University has been very considerate in allowing Upper School English and History to be taught instead of foreign languages in certain courses because it would have been impossible for veterans to master a language in the time available.

MR. J. W. BUCKLEY: You mentioned that after a six months course in the designated trades veteran students were allowed to enter their chosen trade accredited with about half their apprenticeship time. Was it not the Trade Union that made such a practice possible?

COLONEL WOOD: That is correct. The Trade Unions have been very co-operative. They have done everything within reason to facilitate our veterans rehabilitation even when it has meant discarding or suspending some of their oldest and most cherished rules.



MR. CHAS. OGLE, (Long Branch) : The son of the President of the War Services Committee, Mr. W. H. Brown, applied for a course in watch-making and this was approved last October. He was told there were fifty applicants ahead of him. In June (nine months later) he received a letter saying that the course is overcrowded and advising him to abandon his plans. The letter expressed the hope that Brown had obtained other employment while he was waiting and asked him to sign a release absolving the C. V. T. authorities from all further responsibility.

COLONEL WOOD: The course occupies a full year. We are full up and cannot take any more pupils until some begin to graduate. We have fifty benches, each bench must have lathe, instruments and special tools. We cannot take fifty one pupils if we only have training equipment for fifty.

COLONEL FINLEY: Last winter many students lost overcoats and other personal effects because no checking facilities were available. What has been done to remedy this situation?

COLONEL WOOD: We called in the police and we policed the cloak rooms. On one occasion we had four overcoats too many.

Morning session adjourned.

## THURSDAY AFTERNOON SESSION

### Veteran Placement

MAJOR CHARLES FLINT: (See index for pages covering previous reports.)

Mr. G. B. Sullivan Ontario Regional Superintendent U. I. C., also one of the Deputy Controllers in the steel industry was introduced. Mr. Sullivan said "I wish to thank Mr. Reid and Mr. Richardson for making these conferences possible and I also wish to thank all the members of all Citizens' Committees for the co-operation they have given the Department of Labour in helping to find suitable employment for veterans, in the past."

He further stated that veteran job placement was in reality a community responsibility and no government organization could begin to do the task satisfactorily unless it had the wholehearted support and co-operation of the employers in each community. Mr. Sullivan made an appeal to employers to give consideration to the older men and create jobs for older veterans many of whom have small pensions, insufficient to support the man and his family.

JUDGE F. McDONAGH: The Toronto Citizens' Committee feels that as far as the rehabilitation of veterans is concerned, housing and employment are linked very closely together. A man cannot give good and efficient service if his home atmosphere is not congenial. We have our Citizens' Committee Headquarters in Room 409, C.P.R. building, in charge of a full time manager, Major A. C. McCaul, and any Citizens' Committee will receive courteous co-operation should they wish to consult Major McCaul.

Judge McDonagh explained how an employers survey had been made in conjunction with the Greater Toronto War Services Advisory Council, of Service Clubs and some four hundred and ninety firms employing fifty or more employees. A questionnaire was sent out asking: The name of the firm, the address; the name of the senior officer; 1. Have you appointed a specific officer of your company to deal with rehabilitation problems? If so, whom, and the phone number. If you haven't will you appoint one? Will he be available for contact with the Department of Veterans Affairs? 2. Have you surveyed your own employment situation in regard to (a) your own returned employees? (b) additional employees. 3. Will you consider giving priority to men and women discharged from the Armed Forces? 4. What types of additional labour are you interested in?

Many of these firms answered favourably and these answers were turned over to D. V. A. for the information of their Counsellors at 55 York Street. This gave them an Employers Panel right at their finger tips. They knew experts who could advise veterans wishing to start their own businesses, etc. Mr. Parliament tells me the majority have been only too willing to co-operate.

Last fall Major McCaul went to Montreal to study the methods used by their Employers Council and brought back a report showing how their methods could be adapted to the Toronto area. A meeting was called by His Worship Mayor Saunders to obtain further information and many organizations were represented including Government Departments. I wish to thank Mr. Sullivan, U.I.C.; Mr. Barnard, C.M.A. and Mr. Tolchard of the Board of Trade for their splendid co-operation.

I am rather concerned in reading that certain politicians are seeking to do away with veteran preference in the Civil Service in order to provide positions for party workers. We need to protect our younger veterans seeking Civil Service positions. I also wish to advocate that the use of the word "Pension" be discontinued and "war disability compensation" used instead, because the fact that a veteran is compensated for a war disability should not have any affect at all on the payment he receives for employment service he renders any firm. Some employers when they find out a man is "pensioned" are inclined to offer him less than regular rates of pay.

I also prefer to use the phrase "Civilians in Arms" rather than "War Veterans," "Old Soldiers" and "Ex-service personnel." I would like to point out why I favor the term "Civilian in Arms." Two boys obtained their matriculation in 1940. One went into the Armed Forces while the other went into essential war industry. The man who served five years in the Armed Forces obtained employment in the same industry as his friend, upon discharge, but the lad who stayed at home enjoys five years seniority which the "Civilian in Arms" does not. When it comes to the matter of apprenticeship or a lay off, the "Civilian in Arms" is at a disadvantage. The man who served overseas is going to be laid off first because he wasn't employed by that firm before he enlisted in the Armed Forces. This matter of seniority in employment must be given some consideration.



CHAIRMAN REID: This matter was made the subject of a resolution and passed by the conference recently held in North Bay. I suggest that the resolution be brought up again here under general business and supported as is or amended as you delegates see fit.

MR. R. B. SMITH, (Oshawa): I do not consider we as a Citizens' Rehabilitation Committee in Oshawa are doing all we should for our local ex-service men and women because there are a great number needing help and advice and we members of the Committee have to earn our own living. I think that either the D. V. A. should open a district office or that we be supplied with the necessary funds to employ a full time Rehabilitation Secretary. I have found it extremely difficult when I call Toronto to seek information or advice to contact the right official by telephone without delay. I will persist in this demand until I am shown why my suggestions are not feasible.

Mr. Smith next discussed the housing problem. He said "Oshawa's housing situation is terrible. As many as eleven people are living in three rooms. There are over thirty houses partly completed which have remained that way all summer. There is an abandoned airport with buildings available but we can't use them. I say the veterans themselves are partly to blame because they should demand action and insist that there should be no strikes until houses are available for all returned men and their families. I'll have families in that airport if it is the last thing I do before I die. All we need to do to relieve the housing situation in Oshawa is cut some red tape.

CHAIRMAN REID: If you will give me more details regarding the conditions in Oshawa about which you speak I will take the matter up with the Government in Ottawa on Wednesday next.

FROM THE FLOOR: Will you clarify the matter reducing veteran preference for Civil Service positions?

CHAIRMAN REID: All I know is what was in the papers last night. I got the impression it was calculated to give equal rights to all citizens regardless of whether they had served overseas, in Canada, or had never served in the Armed Forces at all.

COLONEL PHILPOTT: I understand the Commission advocated washing out veteran preference beyond 15% of the positions available.

MR. BUCKLEY: I would like to inform Mr. Smith that the no-strike policy during the war was a voluntary undertaking on the part of organized labour in Canada. The right to strike is our last Court of Appeal although we hate to use it but we will retain that right to strike as long as we have democratic government and no government will ever try to take that right to strike from us if we consider such action necessary. I know of no strikes in the building trades since the war ended. During the depression ninety percent of the building trades were unemployed therefore they would not train apprentices. Now there is a shortage of skilled labour and building

is going on at a rate far above normal. There is a serious shortage of materials. The shortage of cotton interferes with the supply of electrical equipment, etc. Organized labour is also anxious to solve the critical housing situation because it mostly affects the working man—the man of our own class.

## THE OLDER VETERAN AND HIS EMPLOYMENT

COLONEL P. J. PHILPOTT, Advisor on Veterans of Two Wars, D.V.A.: (See index for pages covering previous reports.)

LIEUT. COLONEL DRURY then reported on the Corps of Commissionnaires as previously recorded. The only new point to come up was the fact that to become a member of the Corps a man must have at least six years service. This point led to a lengthy discussion which was settled when Colonel Drury said that if positions were available or the demand for members of the Corps increased, the present regulations would be relaxed to take in men of good character with less than six years military service.

MR. THREADGOLD: I feel the report concerning the Corps of Commissionnaires was painted in too rosy colours. I was asked by the people of Whitby to investigate the Corps members employed at Ajax. Practically anybody was taken on and some were not even veterans. Nothing was said today regarding the finances of the Corps and I found the men employed as policemen at Ajax were charged \$1.40 per week by those who administer the Corps for placing them in those jobs. Those charges must have run into thousands of dollars. They were unable to enjoy the Corps Club privileges and when their jobs ended their association with the Corps ended also. I am Zone Commander of the Canadian Legion. We do a great deal in obtaining employment for veterans of both wars. We don't charge them a cent for any services rendered. I think it only right that those in charge of the Corps of Commissionnaires should give full particulars of how they operate when they ask the public to give them support.

COLONEL PHILPOTT: I was responsible for asking Colonel Drury here today. The Corps is self-supporting—all members know they must contribute to the overhead and administration. I don't see any disgrace in that.

## HOW COMMITTEES MAY ASSIST IN TRAINING

MR. A. R. WHITTEN: (See report on pages 128 to 131.)

Mr. Whitten explained the circumstances in the case of the veteran, Mr. Brown, who had applied for a course in watchmaking and had been delayed and finally cancelled. The list of applicants was so long the Canadian Jeweler's Association felt that if more than one hundred veterans were given the course the possibilities for employment would not be so bright.



For this reason those on the waiting list were screened and informed regarding future prospects and advised to reconsider their plans for the future.

CHAIRMAN REID: In cases where an applicant is kept waiting and the time is such that he finds it difficult to obtain temporary employment he is entitled to draw Out of Work Benefits and they can conserve their own financial reserves. He must take suitable employment if it is offered however.

MR. WHITTEN: We try to regulate our training programme to the actual employment possibilities. It will be necessary to ask the Citizens' Committees to help us re-survey the future employment prospects in some course.

MR. BUCKLEY: I would like to explain that when a veteran applies for a job he does not automatically go on Out of Work benefits. He must make separate application. There is a nine day period he must wait. If he is offered work he considers unsuitable he must appear before the Court of Referees. The employment offered must be suitable to both the employee and his prospective employer. These facts should be made clear to all veterans rather than have them spend their gratuities.

CHAIRMAN REID: Out of Work benefits and Unemployment Insurance are different. Veterans are not eligible for thirty-nine days after discharge. They receive one months pay and then they must wait the nine days for out-of-work benefits.

MAJOR A. C. MCCAUL: Has any ruling come through whereby the Merchant Seamen may take training?

CHAIRMAN REID: At the moment only Merchant Seamen in receipt of pension may receive Canadian Vocational Training. Consideration is however now being given to the needs of others not in receipt of pension and these others include volunteer workers such as Firemen, Red Cross Workers, etc., who were overseas.

MR. DAWSON: Mr. Buckley suggested a veteran should be encouraged to draw the Unemployment Insurance and leave his credits intact. I would like to explain that the Out of Work benefits we pay under the Rehabilitation Programme are not deductible from a man's credits.

Afternoon Session Adjourned.

### DINNER SESSION

MR. J. J. RICHARDSON in the Chair: We have just completed a pleasant part of our deliberations. May I call to the attention of all that we resume work again immediately after the speakers have exercised their privilege. Colonel Orm Barrett will now introduce the guest speaker.

COLONEL BARRETT: The speaker of this evening occupies the high office of Provincial Secretary of this Province. Mr. Roland Michener has

a very onerous position. He is a graduate of Oxford University, a Rhodes scholar and a member of the Middle Temple of London, England. I give you the Honourable the Minister D. Roland Michener.

THE HONOURABLE D. R. MICHENER, K.C.: Col. Orm Barrett has known me a long time which makes his kindly introductory remarks the more welcome.

Ladies and gentlemen, I am here to welcome you on behalf of the Provincial Government. The Prime Minister, Mr. George Drew would have liked very much to be with you tonight but that was impossible. I am happy to convey his greetings to this convention. The Government of Ontario congratulates this convention on the excellent programme and the way it is being carried out. In a sense this is a Dominion-Provincial Conference—I hope it produces better results than some others I could mention.

The major share is done by the Dominion which provides the money and the men to do this work of rehabilitation amongst ex-service men and women. The Province is glad to assist and co-operate, more particularly as this work can only be accomplished satisfactorily when it gets down to the local, human, and individual level and that is where the Citizens' Committees come in. The framework is provided by the D. V. A. That great scheme attempts to look after all the problems that arise but that skeleton must be given flesh and blood and a heart. It is people like yourselves, who give their services and time for no return except the satisfaction of doing a good job, who deserve the thanks of all who are interested in rehabilitation. On behalf of the Government of Ontario I extend our very sincere thanks."

Mr. Michener then outlined the duties and functions of the Ontario Rehabilitation Committee under Bruce Matthews. He informed his guests that recently the Committee had been placed under his Department for administration purposes and promised the Provincial Government's continued support.

MR. RICHARDSON: I shall ask His Honour Judge McDonagh to thank the speaker.

JUDGE MCDONAGH: I would like to express very sincere appreciation of the news that the Provincial Rehabilitation Committee has been placed under the Provincial Secretary's Department for direction and administration. I feel that under your direction and administration the Committee under General Matthews will assume its proper place in the Province of Ontario and be a very excellent source of good work, because you pointed out that rehabilitation must come, if it is to be a success, down to the human level. I thank you for saying that, because we of the Citizens' Committees who do the voluntary work sometimes have a sense of frustration which has been exemplified by some of the questions asked today. I think the coming winter will probably be a most troublesome period in matters of rehabilitation, but having you in the Cabinet, there will be



complete understanding, and leadership will be given and the necessary help to enable the Citizens' Committees in the smaller communities to function efficiently in order that they may have control of the offices necessary for them to set up.

We are indebted to you, coming as you do from one of the busiest Departments of Government, in taking time to explain to us this evening that you have the same very high regard for rehabilitation that we have. We appreciate your remarks very much.

MR. RICHARDSON: Thank you, Your Honour.

MR. E. B. REID then took the Chair and continued with the meeting by asking Mr. M. A. Searle to explain the Veterans Bureau and the work of the Pensions Advocate. (See reports on pages 158 to 159, North Bay.

Evening Session Adjourned.

## FRIDAY MORNING SESSION

JULY 19th, 1946

### Provincial Period:

MR. J. J. RICHARDSON in the Chair, introduced Major General A. Bruce Matthews, C.B.E., D.S.O., E.D., Chairman of the Ontario Rehabilitation Committee who gave the address "The Ontario Rehabilitation Committee—Its Purpose and Function"

MR. F. J. HAWES, Director of Apprenticeship, Ontario Department of Labour, then spoke on "Apprenticeship Training" as applied to the designated trades. (See index for pages covering previous reports.)

## QUESTIONS AND ANSWERS

MR. R. A. GOURLAY, (Port Hope): Motor Mechanics are hard to get yet garages are only permitted to employ one apprentice to each five qualified mechanics. Can that rule be relaxed to permit a garage owner to employ a man who has been awarded four years standing by your evaluators, in excess to that one to five ratio?

MR. HAWES: We are always prepared to make considerations. The main point we consider is this. Are there facilities in this particular garage to train an extra man and will the owner use these facilities to the utmost and take the interest in his apprentices necessary to turn them into good mechanics. It is no kindness to any man to permit him to work several years at low wages and still be unskilled and not worth more pay at the end of his apprenticeship.

MR. GOURLAY: I know a four year mechanic who is not permitted to work because of this one to five ratio.

MR. HAWES: Tell him to get in touch with me personally.

MR. JARVIS, (Brampton): Is the one to five ratio arbitrary?

MR. HAWES: Not as far as placing returned men is concerned.

MR. BUCKLEY: The arrangement is really contractual between the Trade Union and the D. V. A. The Union does not want more mechanics than the garage business can employ steadily and the Government wishes to protect the public by making sure the apprentices who graduate are real mechanics and know how to repair a car and not ruin it. We find difficulty obtaining men to learn the bricklaying trade because although a bricklayer is paid \$1.25 an hour when he works the average earning is only \$1,500.00 per year.

MR. H. G. FALKNER, (Alliston): No man can obtain the equivalent of three years practical experience by taking a six months course.

MR. HAWES: We don't claim to do that. We have the finest training establishment in North America. We give sound basic training and when a student graduates he at least knows the rudiments of all angles of his trade. We graduate them as starting third year apprentices because all of them are grown men and a great majority are married. As starting third year apprentices they can earn their living and do not have to be given further government support. That our training plan is sound is proved by the fact that the employers, the union journeymen who work with our graduates, and the ex-service men themselves are all well satisfied. My friend from Alliston should take the opportunity to see the Gould Street Training Centre. He would change his opinion.

MR. FALKNER: It sounds good for the trainee but it is not fair to the employer. He has to pay more than the graduate is really worth to him. I have to pay two trainees \$24.50 a week each as against \$29.00 to a skilled man with thirty years experience in the printing trade. Couldn't they be given twelve months training?

MR. HAWES: Our objective is threefold. First to get these veterans back into Civvy Street and re-established as soon as possible. Second to save as much of their civil re-establishment credits as possible, and third, to supply business and industry with as much semi-skilled help as possible as quickly as possible and thus relieve the present shortage of labour. If conditions suddenly changed it might be necessary to lengthen the courses.

MR. E. B. REID: It must be remembered that these veteran graduates are mature men who are keen and anxious to learn and apply themselves seriously to their studies and training because they realize their future happiness and security depends on the fact that they utilize the facilities placed at their disposal to the very utmost. Employers in business and industry and the professors in all Universities confirm my statement that the veterans in college and training are away ahead of the ordinary civilian. At the University of Saskatchewan thirteen veterans were amongst the fourteen top notchers.



MR. RICHARDSON thanked the two speakers and asked Mr. Reid to take the chair.

## THE HOUSING SITUATION

MR. RAYMOND CARD: This subject was previously reported, see pages 146 to 149, North Bay. He then informed the delegates that the Central Mortgage and Housing Corporation had introduced a Home Extension Plan under which any houses considered suitable could be converted into two or three family dwellings on loans obtained from chartered banks and guaranteed by the Government.

## QUESTIONS AND ANSWERS

MR. OSTRANDER: Are specifications not included in the National Housing Contracts?

MR. CARD: Oh, yes.

MR. PEARSON, (Oshawa): Then on behalf of the Oshawa Council I wish to state they are not being complied with.

MR. CARD: I have heard that complaint before but no specific information was given. We wrote and asked for a list of the houses and details of the work which did not comply with the specifications and to date we have received no reply. I might add that the contractor may depart from the specifications providing he uses materials which are as good or better than those the specifications call for. Every house is bought before it is built. If it is not built according to the agreed specifications and construction the purchaser should notify us. We guarantee the purchaser that the contractor will carry out the agreement.

MR. GOURLAY, (Port Hope): How is the building of these houses financed?

MR. CARD: The first payment is made when the roof is on. The second when the plastering is finished and the third and final payment when it is completed. Under N.H.A. we held back 25% of the last payment until the house was purchased, but not under the integrated plan.

MR. GOURLAY: There are good builders who have not the finances to complete ten houses to the stage where the roof is on. Why should they not receive special consideration?

MR. CARD: We would probably consider a man who couldn't finance his contract unlikely to have sufficient experience to build ten houses at one time. Any established builder with a good reputation would have no difficulty in obtaining a loan from his bank if he walked into the manager with a government guaranteed contract for ten houses financed on the plan I just explained.

MR. WOODALL, (York Township): We gave one hundred lots to veterans of York Township when they returned from overseas. They cannot build because they can't obtain materials. Can they not be given priorities?

MR. CARD: Not unless the house is 75% completed, but if your Citizens' Committee got ten of those veterans together and got a contractor to apply for an agreement under the Integrated Plan the contractor would obtain priorities to start the ten houses and the veterans would buy them at the price stipulated in the contract. They don't have to be all alike. The ten houses can all be of different design.

MR. R. B. SMITH, (Oshawa) : There are several new houses unoccupied in Oshawa today. They are for sale at from \$6,000. to \$8,000. Few working veterans can afford so high a price. These houses should be rented if they cannot be sold. The Government should take action.

FROM THE FLOOR: I was surprised there is no system of inspection under the Integrated Plan.

MR. CARD: That is hardly correct. We do look the job over about four times. The loaning institution is expected to do the same but it is really up to the person who has bought the house and will live in that house to see he gets everything in workmanship and materials the contract calls for. If the contractor departs from the terms of the agreement we should be advised immediately and action will be taken to protect the purchaser's interests.

Housing Enterprises Limited are building houses and apartments for rental in the larger Ontario communities.

MR. BEECH, (York Township) : You said groups of five could be built. I have a letter that says not less than twenty-five.

MR. CARD: That number of twenty-five concerns large centres of population. In small communities the number can be as low as five.

MR. BEECH: Wartime Housing takes materials that should go to houses being built which are near completion.

MR. CARD: That should not be. When priorities are granted to contractors they are supposed to be filed in the order in which they are received and filled when the firms they deal with receive their quotas of materials. If you can prove favoritism is being shown you should report the matter to Mr. Hugh Rean, the priority officer.

MR. SMITH, (Collingwood) : In Collingwood we have forty houses in various stages of construction and the builders cannot complete them because of lack of materials, etc., while summer cottages are being built in and around all the pleasure resorts like mushrooms. Then again we have 150 Wartime Houses in Collingwood which rent for \$25.00 for a four room cottage to \$30.00 for a six room house. In Collingwood the average rent is much lower than that for good solid brick homes. In Collingwood private builders have and can still build homes, equal in quality to those the Government build, for less than half the price asked by the Government. Veterans are building most of the forty houses which remain incompleated. They cannot get priorities or materials and yet they see tons and tons of



the very materials they require being trucked away from Collingwood dealers for people who can afford a summer home as well as one in some distant city.

CHAIRMAN REID: I must agree I have noticed many cottages and cabins being built between North Bay and Toronto. Where the materials are obtained is certainly a mystery to both Mr. Card and myself. I feel the Citizens' Committees might investigate and bring community pressure to bear so such abuses would be discontinued.

MAJOR A. C. McCAUL: The Welfare Committee in Toronto reported to the Board of Control that 5,400 veterans families in the Toronto area required accommodation. They recommended that one thousand dwellings be provided as soon as possible in addition to all other projects already finished, under construction or already planned.

The Canadian Corps Association Housing Committee reported they required living accommodation for two hundred couples without children, nine hundred with one child, four hundred and fifty with two, and one hundred and fifty with more than two children. It was also ascertained that the real need was for low rental homes as sixty percent of all veterans registered with the Corps could not afford to pay more than \$30.00 per month.

A further survey made amongst veterans employed in industry showed 75% required better accommodation than they had to put up with at the present time while 18% were in urgent need of accommodation.

Wartime Housing has completed over five hundred homes in Greater Toronto. One hundred are still to be completed and there are 4,000 applications for homes filed with the Veterans Information Office at City Hall.

The City of Toronto has already arranged accommodation other than Wartime Housing for 803 families and 258 more families will be accommodated as soon as Stanley Barracks, C.W.A.C. at Long Branch and General Engineering are finally converted. In spite of what has already been done the situation is really desperate. Families are breaking up, children being neglected, and many other evils appearing as the direct result of overcrowding in uncongenial surroundings. Good, reasonably comfortable living accommodation is essential if the rest of the Government's Rehabilitation Programme is going to be a success.

(Discussion was postponed until after the Veterans' Land Act was introduced by Mr. Chas. Nixon. (See index for pages covering previous reports.)

## DISCUSSION ON HOUSING AND V. L. A.

MR. G. H. HARDY, (Grand Valley): I have heard many complaints regarding delays in closing deals under the V.L.A. but in all fairness I must say my own experience shows the fault is usually due to the fact that the

deal between vendor and prospective purchaser is not properly prepared and clean cut when the V.L.A. is asked to take action. That is where a sub-committee of the Citizens' Committee could perform a valuable service. They could at least see that all the forms were properly completed, the rules of the Act carried out by both parties, that all details regarding date of possession, arrangements for seeding or harvesting, etc., had been completed and that the vendor was willing to fulfil the spirit of the agreement as well as its legal requirements. I feel the Government should ask all Citizens' Committees to advise V.L.A. first, when application is made, whether they consider the farm a "good" farm or a "bad" one. We local citizens know how the farmers have fared on any particular farm in our district.

MR. FALKNER, (Alliston) : We are going to run an ad in the Toronto papers asking if people who own suburban properties will sell to veterans under the terms of V.L.A. It may help locate some properties that can be bought at a proper price.

MR. JARVIS, (Brampton) : Do you consider this is the right time to put veterans on the land when prices are really high?

MR. NIXON : There is no inflation in land. We consider all circumstances in each individual application. It is the duty of the Regional Advisory Committee to interview and advise all veterans who wish to start farming. There are offices at Windsor, London, Dundas, Guelph, Toronto, Sudbury, New Liskeard and Sault Ste. Marie. If there are a number of applicants not near one of our offices we will send a committee to meet them.

MR. JARVIS : Then we can tell our veterans their interests will be fully protected by the members of the Regional Advisory Committees.

MRS. RUTHERFORD, (Owen Sound) : We have two problems. The first concerns the veterans who wish to establish themselves on Small Holdings within the limits of the corporation and the other is the fact we feel a district office of the V.L.A. should be opened in Owen Sound to service Grey County.

MR. C. NIXON : Those veterans whose applications have been approved before the regulations barred further applications from settling on Small Holdings within the town limits can still go ahead. A central office has been opened in Walkerton to service that part of the Province.

MRS. RUTHERFORD : But why not Owen Sound?

MR. NIXON : We thought Walkerton more central.

MR. HUGHSON : I understand that only four of the ninety homes have been started under the Campbellford project which started last September. Nobody has been chasing the contractor and no effort has been made to get more houses built. We can obtain no information.

MR. NIXON : Had you come to the District Office in Toronto we could have answered your question and will do so if you care to write.



MR. W. LIVINGSTONE, (Cooksville) : When a man owns a half acre lot and decides to build on it will V.L.A. allow the necessary credit for him?

MR. NIXON: I would want to know all particulars but generally speaking if it will help establish the veteran, if he has say \$1,000., we would allow perhaps \$500 and credit that to his land allowance.

MR. LIVINGSTONE: At Lombard Street their answer was a definite "no".

MR. NIXON: They have no authority to say otherwise at Lombard Street. The request must come to Bay Street and be approved by Head Office. To do so is not general practice but might help in special cases.

MR. SMITH, (Collingwood) : A veteran in Collingwood has the chance to purchase one acre and a good solid eight-room brick house for \$3,200. It is a good buy, but if we don't get immediate action he will lose his opportunity to another man whose need is not so great. What can be done?

MR. NIXON: In all cases where extraordinary circumstances warrant such action write to me personally and give me full particulars. I will see everything within reason is done with as little delay as possible.

MR. WOODALL: Is there any likelihood of the minimum requirements for size of a Small Holding being made smaller than half an acre?

MR. NIXON: The answer is NO. This is a Veterans Land Act, not a suburban building project.

LADY DELEGATE: Are single men permitted the same privileges under V.L.A. as married veterans?

MR. NIXON: Generally speaking no. Special consideration might be given a single man if he convinced the Reginal Advisory Board he would actually remain and work the farm. We cannot permit other people to use a veterans name and obtain privileges for themselves which were intended for veterans.

MR. L. T. ROGERS, (Barrie) : I have had several cases in which long delays were involved. I asked to have a farm appraised many months ago and it had not been done when I left home. Why not employ local appraisers.

MR. NIXON: An appraiser has been appointed to look after your locality. He will handle the Lake Simcoe area.

MR. GOURLAY, (Port Hope) : Can a veteran qualify for settlement on a farm holding before his wife sees it and signs an agreement.

MR. NIXON: No. We consider it is only fair that a married woman should see and agree upon the place in which she will be required to live. We did allow a little latitude to men with wives in England—but it didn't work out right.

Session Adjourned 12:40 p.m.

## AFTERNOON SESSION

The meeting was called to order by the Chairman Mr. E. B. Reid. Mr. Bass Dawson introduced the subject "Personal Services to Veterans", after which Lieutenant Hunt and F/L O'Gorman explained the R.C.N. and R.C.A.F. Benevolent Funds. (See index for pages covering previous reports.)

MR. JARVIS: To whom can we, who live in outlying districts, apply?

F/L O'GORMAN: A list has been prepared. They can be obtained from R.C.A.F. Head Office, Ottawa.

MR. JARVIS: Why not forward the list to all Citizens' Committees?

CHAIRMAN REID: That will be done.

MR. GOURLAY: Will the benevolent funds pay for necessary books and instruments.

CHAIRMAN REID: That is one purpose. Application should be made to Ottawa.

MR. MARSHALL, (Etobicoke): In Etobicoke we have been very fortunate. We have had few serious problems and those which did arise were soon settled by our Veterans Officer Harry Parker, or Bass Dawson. We are near enough to Toronto to make quick personal contacts.

MR. GAUTHIER: The housing problem is our greatest evil. We have two and three families living in single homes. It is not right. The Government should take action. At Thunder Bay there are swell summer homes being constructed by people with money, while our working class veterans cannot obtain roofing to make the miserable shacks they are forced to live in by circumstances even weatherproof. We need priorities that will be effective given to those whose needs are greatest.

MRS. MCLEAN: Will the benevolent funds help the widows and children of members of the Navy and R.C.A.F. who died or were killed?

LIEUTENANT HUNT: Most certainly.

MRS. MCLEAN: The scale of pensions for widows has not been changed since 1919. I cannot see how a widow with two children can exist on \$87.00 per month under present conditions.

CHAIRMAN REID: We can only administer the Act as it reads. Until public opinion demands more generous allowances our hands are tied. The question of increasing widows' pensions was brought to the attention of the Parliamentary Committee studying veterans' affairs by both the Legion and Pensioners Association and nothing was done at that time.



JUDGE F. McDONAGH: It is a fact that a widow with two children only receives \$87.00 per month. A totally disabled ex-service man only receives a basic pension of \$75.00. An orphanage which looks after the children of veterans actually receives more money per child than does the widow and mother who tries to raise her own. The Legion and Pensioners did make recommendations to the Parliamentary Committee and although I studied the minutes of their deliberations carefully I could see no desire on the part of any member to recommend an increase in the basic rate of pensions.

The best way to arouse public opinion would be for the members of all Citizens' Committees to start the crusade in their own communities, through their local Members of Parliament and through the Press.

CHAIRMAN REID: I think an appeal to your local members and the members of the Parliamentary Committee may produce results.

MR. M. A. SEARLE: Explained the Kathleen Hamilton Fund. (See index.)

MR. B. C. BRYAN: Led off the subject of "Veterans in Business". (See index for pages covering previous reports.)

MR. A. C. MORRIS, (Port Hope): Mr. Chairman, ladies and gentlemen. In talking on this subject, I cannot speak as an accredited business man, but only as an ordinary citizen in a small community. A small community is a sort of favoured area, because we look at the community like a big family and try to help the sons and daughters stand on their own feet. Also, we are further favoured by having a Veterans' Affairs Officer established in our town who has been of the greatest help to all the men in that vicinity, in helping them to see the opportunities the Department has placed before them, and in getting them to understand them, and to try to use them.

I can only speak for a short while on small business. I think that the three headings, Business Opportunities, Re-establishment Credits and Awaiting Returns Benefits are all wrapped up in one scheme.

We have about forty-three individuals established in a small business in our little area of five thousand population. Now, you will understand that number, perhaps, if I break it down. Six sons have come home and gone into a small business with their fathers; one has gone into a shoe shop; two have gone in for trucking; two have stepped into a service station and garage; and one has taken up sign painting and decorating.

The boy in the shoe shop has used his credits for some business training and the boy in the sign painting and decorating has gone in with his father and is training on the job. The others in the trucking business have used their credits for obtaining a truck, and added it to whatever their equipment was there that their father had, to keep their business going, their father's truck having become pretty well dilapidated during the war. And the two in the garage have used what skills they learned overseas as mechanics, and have come in and used their credits for, perhaps, getting some modern tools to help out there in their father's shop.

And then we have four boys who have gone in with young civilians, into a business. One chap is going into a butcher business. He and a friend were able to use their credits, and the influence of the town people found a business which the owners did not wish to carry on any longer, and he saw an opportunity of getting it off his hands, and the people of the community felt it worthwhile to help the two take it over.

Another has gone in with a young fellow in the feed business. Another one has gone in with his brother, and used his credits to help open a shop outside of Port Hope, in the hardware business. Another chap has taken in his brother into welding work.

Seven have gone in for agencies; two have gone into partnership in the automobile business; two brothers have opened an insurance agency and real estate. Their credits were not used for equipment. They are both married and their credits have been used chiefly for furnishing their homes. Two others have also gone into insurance, each representing different agencies, and their credits have been used to obtain a car so that they can get around the country.

And then we come to the individuals. One chap has put everything possible into his wholesale automobile supplies business. That is the only establishment of that kind we have there, and after consulting with the business men there, and the garage people and the automobile people, he felt quite justified in opening that. Another chap, on his own, has gone in for repair carpentry, floor sanding and finishing. His credits went in to help him buy a sander. Another chap has used his credits for opening a cleaning and dyeing establishment. We already have one there, and we already have two other agencies, and yet, after due consideration, this chap felt, and had some support, that it was quite worthwhile to open another one. Another took training on the job and bought out a shoe repair. Another chap was able to obtain a Forson Tractor with his credits and whatever money he had to put into it, and since then has been fully occupied in contract plowing and excavating.

Two boys pooled their resources, and opened up an egg grading plant, and they are going full time. I saw them the other day. This is their slack season, but they are quite happy with the business coming in, and are looking forward to all they can handle throughout the coming winter.

Another chap was able to open a wholesale fruit—got started in the wholesale and retail fruit business. He was able to get a truck to help him out. Three individuals have gone in for groceries, and I think, with those three chaps, three different grocer shops, I think there are only thirty of them in Port Hope, with a population of five thousand, and they all seem to be prosperous, and these three chaps are quite contented and satisfied; the only complaint is supplies.

Two have gone into the lunch room business. One is well established, and I think is on his feet. The other has opened a road-side lunch counter, and at present is holding his own. I don't think he has used his credits at all yet. He is still waiting for when he feels he can become established.



Two chaps have been able to buy out an ice business. All the ice was cut in Rice Lake. They bought the business, and the ice box is still being used; iceless refrigerators have not put them out of business, by any means, and they are in a position where they have consulted bankers and friends, and people in the community have raised all the funds they can, and have now erected an artificial ice plant to handle their business, and they hope to have it in operation next week.

There are three new taxi cabs. One was established there, and now there are three more, and in each case, each of these three cases, the credits were used to help these chaps acquire their cars.

There is another case where there may be an overcrowding. That is one thing we are watching in all these affairs; we are afraid of overcrowding in any of these businesses that seem to be running. But it is very difficult to get a young, enthusiastic chap to appreciate his rights, and also appreciate the use of those rights at the same time. I believe there are four companies there now, and there is a fifth one making application for a license in that area, in the trucking business. One boy took in his brother and was an independent trucker all by himself. Another was able to get a truck to represent a news agency. He used that for supplying the outlying districts from Port Hope. And another chap with five children started in last spring with upholstery and repairs, and this case I would like to bring to your attention. When he started in he had to have waiting returns benefits for himself, his wife, and five children and now he feels supplies are coming in a little better and he is able to hold his own.

Now, all this seems like very, very easy work, and that they have no problems. I think that the only point I can emphasize from what I have tried to show you this afternoon is that all this has been attained by each man's own initiative and by the enthusiasm which his neighbors and the community have taken to try and help him stand on his own feet. There are many times that he has consulted his banker, and he has gone to various business men. We like to say that he has consulted the Board of Trade and also consulted the Rehabilitation Council. Now, I can't say that he has actually gone to them as such; but he has consulted business men, and I know their topics have been brought up at their Board of Trade meetings, and the Rehabilitation Council is now a committee of the Board of Trade, so whenever the Board of Trade meets, the Committee is always there, and any of these things in helping the boys establish themselves in business can be discussed with the people who know their jobs.

There are two things which have been cropping up all morning, and that we also have found to be quite a problem, and that is this awful word "priority." Its interpretation and meaning has stirred us to such heights of expectancy that all we have to say is "priority" and everything falls in our lap. That is a point we have to try and clear up for these young fellows, and also this "twenty percent of the available supplies." That word "available" is not emphasized sufficiently, and is not made clear to them.

Thank you.

CHAIRMAN REID: I think what Mr. Morris has told us is about the most informative thing we have heard at this convention.

MR. MORRIS: We intend to follow up those forty-three veterans we have established in local businesses and see what the next year or so may bring. I don't want anyone to say that we are too enthusiastic about their successes yet.

MR. BROWNLEE, (Owen Sound) : We had an Advisory Committee appointed by the Government in Owen Sound but to date very few veterans proposing to start in business have been referred to the members for advice. We feel that if failures result they may be blamed without ever being consulted. I wish to take this opportunity to thank the Secretary of our Citizens' Committee, Mr. Charles Johnson for the time and energy he has put into his work, and also the managers of our local banks who have supplied small loans to veterans building their own homes. Many veterans are building good homes in Owen Sound from used lumber they obtained from old barns and buildings in the vicinity. Our trouble is also with priorities. I feel we should have some means of helping these veterans finish their homes which they started with so much energy and enthusiasm. I can produce dozens of letters we have written to all levels of Government trying to help these veterans but the answers boil down to "See what you Citizens' Committees can do with your local business men. Get an unofficial understanding with them." That is no good. We want a system under which we can legally insist on materials which are available being directed by priority to where they can be of most use and relieve the greatest congestion and distress. The promise of priorities to veterans who build their homes to within 75% of completion is another farce. We have veterans who built with their own money and they failed to obtain worthwhile priorities until their homes were completed except perhaps for the furnace, wash basin, and some light bulbs.

Regarding those established in business for themselves today. I see the need for a continuance of the Citizens' Rehabilitation Committees to give these young business men help and advice when the going is tougher than it is now. Now the greatest problem is obtaining goods to sell. In a few years they will have all the goods they can afford to pay for and a lot of stuff on hand they never should have bought. They will be looking for customers, in keen competition with others. Then will be the time that advice regarding wise buying and good sound business methods will count.

CHAIRMAN REID: Thank you, Mr. Brownlee. I would like to discuss your Advisory Committee's complaints afterward. The next subject "Casualty Rehabilitation" will be introduced by Mr. F. G. Goulding, Casualty Rehabilitation Officer, "D" District, D.V.A. (See index for pages covering previous reports.)

MR. STOCK, (Niagara Falls) : About six months ago we had in our area about one hundred and twenty six casualty men to rehabilitate. We have



now placed every one of them. We had the full co-operation of D. V. A., the Canadian Legion, other ex-service men's organizations and service clubs, all of which are represented on our Rehabilitation Committee. We feel we have been successful because thirty-three hundred veterans returned to Niagara Falls, Stamford, Chippawa and the township of Willoughby, and we have placed every last man in employment in which we considered he was best fitted. Our casualties were absorbed into industry following a dinner our Committee had with the Manufacturers' Association's representatives.

The Canadian Manufacturers' Association representatives appointed one key man. We worked on a list compiled by the Casualty Section of N.E.S. whose Placement Officer is a member of our Committee. Using the D. V. A. as a definite co-ordinating body we worked on groups of ten casualty placements until we had solved the problems of all one hundred and twenty-six. Our system proved most efficient and highly satisfactory. I pass the information along to representatives from other areas who may still have some casualty cases unemployed.

We offer you the facilities of our city at some future time for your next Rehabilitation Conference.

CHAIRMAN REID: Thank you. That was most excellent work. I feel perhaps Niagara Falls would be ideal for next year's convention.

### WOMEN'S REHABILITATION

This subject was introduced by Miss H. Ballantyne. (See pages 144 to 146, North Bay Conference.

CHAIRMAN REID: What Miss Ballantyne has said does prove the need of all Citizens' Committees undertaking an educational programme to inform women veterans in their communities that they have the same facilities and privileges for education, training and benefits as the men. Many women would do well to avail themselves of these wonderful opportunities.

MR. LIVINGSTONE: I would like to compliment the officials of D. V. A. for the courtesty, efficiency and service they have extended to all those who approached them with special problems regarding veterans in their areas.

FROM THE FLOOR: I second that.

FROM THE FLOOR: I would like to put on record the appreciation of the Citizens' Committees of the marvelous behaviour of the vast majority of our ex-service men and women since their return from overseas. They have been orderly and patient under very irksome conditions.

JUDGE McDONAGH: I would now like to put the three resolutions. The first concerns the widows of veterans:

"Whereas the rate of pension and allowances payable under the Pension Act for a widow of a man who was killed on active service, with two children, is a total of eighty-seven dollars per month; and whereas it is the opinion of this conference of Citizens' Committees that such sum is not sufficient to adequately provide for the widow and children of the man who gave their all and did not come back;

Now therefore be it resolved that we request that a special Fatherless Provision of not less than a further ten dollars per month per child be made at this session of parliament, and that the Parliamentary Committee presently sitting at Ottawa be requested to bring to parliament a strong representation on behalf of those dependents of those whose fathers are no longer here to protect and care for them;

That a copy of this Resolution be sent to the Minister the Honourable I. Mackenzie, Department of Veterans' Affairs, and to Captain Tucker, Chairman, Parliamentary Committee."

In regard to Civil Service preference:

"Resolved that it is the opinion of the conference of Citizens' Committees that until such time as all members of the forces are returned to Canada and demobilized there should be no decrease in the preference that exists in the Federal Civil Service at present for those who served overseas."

Not having the North Bay resolution, which I forgot to ask for, in regard to Seniority, I have drafted this resolution:

"Resolved that it is the opinion of this conference of Citizens' Committees that further study be given by the Parliamentary Committee on Veterans Affairs, to the matters of seniority in employment as far as it concerns the period of service in the armed forces in Canada so that some measure of equality be established between an ex-service man and a man who has been in continuous employment for a similar period, as brings into effect the benefits of the Unemployment Insurance Act." I mean, the principle is already recognized in the Unemployment Insurance Act, which possibly is lost sight of, and the Parliamentary Committee should study it from that angle, along with the North Bay Resolution, and possibly something added to the Reinstatement Act to cover that point.

MR. REID: Before we go on, I'll read the North Bay Resolution:

"This Conference of Northern Ontario Citizens' Rehabilitation Committees recommends that returned men going into new employment after discharge from service, after reasonable probationary period, be granted seniority rights in the position on the basis of the term of military service and that the Federal Government make this the subject of legislation after discussion of the problem with organized labour and the employers."

That was the North Bay Resolution, which I thought was quite a well-framed resolution, because it did bring discussion with Labour and management into the picture. It provided for a reasonable period of probation



which I think is essential if it is to be effective. I don't know whether the pleasure of this meeting would be to endorse this, or to pass this other resolution. .

MR. BUCKLEY: It is not before the house yet.

MR. REID: Mr. Buckley points out that it is not before the meeting, and it has not been moved or seconded, either one or the other. We have heard the resolution presented by Judge McDonagh, who was a one-man resolution committee. We have no mover for it, or seconder.

MRS. MACLEAN: I move the adoption of the resolution.

MR. REID: Do you refer to the resolution in connection with labour seniority?

MRS. MACLEAN: Oh, no, the Widows' Pension.

MR. REID: We might pass on to the one we have moved, while Mr. Buckley is studying the other—that is, in connection with Widows' Pensions. I don't think I need to read it again. It has been moved by Mrs. MacLean of Toronto, and I think Mr. Gourlay signified his intention of seconding it, so it is now quite properly before the meeting, moved by Mrs. MacLean and seconded by Mr. Gourlay of Port Hope.

FROM THE FLOOR: The resolution is drafted to cover a widow with two children, who receives eighty-seven dollars per month. Shouldn't it be worded to include any case, say a widow with one child or three children?

MR. REID: There is the preamble which mentions the widow with two children, but the effective paragraph is, "Now therefore be it resolved that we request that a special Fatherless Provision of not less than a further ten dollars per month per child be made at this session of Parliament and that the Parliamentary Committee at present sitting at Ottawa be requested to bring to Parliament a strong recommendation on behalf of these dependents of those whose fathers are no longer here to protect and care for them." I think that is quite clear; that is ten dollars per child, when the father is gone, even though the preamble does refer to two children, to highlight the case. It might be amended to read "Ten dollars per month per child be made in all cases of deceased veterans." Is that agreeable—Mrs. MacLean and Mr. Gourlay?

MRS. MACLEAN: Yes.

MR. GOURLAY: Yes.

The resolution is amended to read "Ten dollars per month per child be made in all cases of deceased veterans."

The second resolution on Veteran Preference in Federal Civil Service carried unanimously.

A lengthy discussion followed the suggestion that the Toronto delegates approve and support the resolution passed at North Bay asking the Government to pass legislation giving veterans entering industries for the

first time seniority dating back to the date of their enlistment in the Armed Forces. This proposal was vigorously opposed by Mr. Buckley, Vice-President of the Trades and Labour Congress of Canada, who said "Asking the Government to interfere is likely to cause a serious cleavage. I would move another motion which reads as follows:

"That this conference request the Department of Labour to call a conference of labour and management to meet with representatives of veteran organizations to discuss bringing into practice a method of giving veterans entering new employment seniority in relation to the time they spent in the Armed Forces.

MR. WOODALL: I second that motion.

After a further heated discussion during which Messrs. Brownlee and Downward attacked the right of 20% of labour organized in Unions to dictate to the other 80% of the nation's working classes, and Mr. Buckley defended the cause of organized labour, Mr. Buckley's motion finally carried.

MR. W. G. BEECH: I move the following resolution regarding housing:

"Whereas we deplore the fact that materials are being used in summer cottages which are urgently needed to build veterans homes and Whereas we find priorities granted veterans are not providing the materials they need, Be It Resolved that we the Citizens' Committees in conference assembled urge the Federal Government to use its control over materials to stop the construction of summer cottages and other non-essential building and that these materials be used for building low-cost veterans homes. We further urge that the question of priorities insofar as they concern the construction of low-cost veterans' homes be renewed so these priorities will produce the materials needed."

Moved by Mr. Beech.

Seconded by Mr. Goguel.

The motion carried.

MAJOR MCCAUL: It was brought to the attention of our Citizens' Committee that women being discharged from the services were being treated unfairly. Our Committee is undertaking some publicity to prove the character and educational standards of our ex-service women are actually higher than those of our ex-service men.

MR. JARVIS: I feel that now the Government has adopted the "Doctor of Choice" policy all doctors should be warned of the great importance of referring to D. V. A. hospitals all ex-service men whose diagnosis they are in doubt about. In the future interests of the veterans themselves they shouldn't allow any condition to drag along without definite diagnosis until it becomes acute or chronic at some future date. The importance of obtaining a definite diagnosis at the earliest possible time should be clearly and emphatically impressed on every medical man in Canada; they should



be told definitely if they harbour the slightest doubt regarding an ex-service man's physical or mental condition they are in duty bound to use the full facilities provided by D. V. A.

CHAIRMAN REID: That is a very important point.

DR. GRIFFEN: There is no legislation which provides for treatment of all veterans for all conditions at all times. But where entitlement is present the doctors have only to ask and a full medical investigation will be made. The important thing is to discover what is wrong with a man as early as possible and have Mr. Searle apply for entitlement from then on. If entitlement is granted the road is clear.

MR. JARVIS: I refer to men discharged fit. In a few months they tell their local doctor they don't feel well. The doctor gives them a bottle of medicine and tells them to come back later. I know of one case. One doctor told him he had tonsilitis and that he would have to have his tonsils out; and another said that he was just run down; the final thing he really had was tuberculosis. I feel further instructions should be sent out by the Department warning them to seek further advice in all cases in which they are in doubt regarding a veterans real condition.

CHAIRMAN REID: I am going to ask Captain Paul Cross, Eastern Regional Administrator, D. V. A., to say a few words.

CAPTAIN P. CROSS: I wish to say as a result of sitting in at your deliberations I believe there is definite need for continuing the services and help Citizens' Committees give to veterans in their communities. On my own behalf and on behalf of my Minister, Deputy Minister, and all employees of D. V. A. in the Eastern Provinces I thank you most sincerely for the time, work and effort you have devoted voluntarily toward solving problems which were often as difficult as they were varied. One fact alone proves the necessity of continuing the work of the Citizens' Committees—that is the information given me this morning by Mr. Sullivan, Director of N.E.S. He said "You may be amazed to know that in a certain district specific requests for veterans from employers only amounted to 3% of the total."

This is truly a disturbing piece of information and proves without doubt that the Citizens' Committees still have plenty of educational work to do. Governments and Government Agencies can only go so far in giving effect to legislation. The Citizens' Committees of voluntary workers must introduce the human interest and human understanding which is so essential to final success of our programme."

At this point E. B. Reid turned over the chair to J. J. Richardson.

FROM THE FLOOR: I would appreciate having lists of names and addresses of all officials authorized to pay benefits from the Naval and R.C.A.F. Benevolent Funds sent to all Citizens' Committees.

MR. J. J. RICHARDSON: The lists of funds and the names and addresses of officials will be included in the printed digest of the records of these meetings.

MR. STOCK: I wish to express the warm appreciation of the delegates for the able manner the joint chairmen have conducted the business of these meetings.

MR. E. B. REID: We have I feel had a most successful conference but I owe an apology to several delegates whose names were on the agenda but who did not speak due perhaps to the fact that their names were overlooked during the heated discussions which resulted from several contentious subjects. These were Col. Cousens of Georgetown, Mr. Carter of Bowmanville and several others.

CHAIRMAN RICHARDSON: I wish to thank all delegates and officials most sincerely on behalf of the Dominion and Ontario Governments and now declare this conference closed.

### OTTAWA CONFERENCE

The Conference was opened in the Chateau Laurier Hotel, Monday July 22nd, 1946, by Dr. W. H. Ballantyne, District Administrator, "C" District, at 9:45 a.m. He thanked the delegates for the splendid work they had done rehabilitating veterans during the past year. Dr. Ballantyne announced that arrangements had been made for them to visit the Veterans' Health and Occupational Centre where two hundred ex-service men were convalescing from battle injuries, and invited them to visit the District Office in the Aylmer Building. He then introduced Mayor Stanley Lewis, O.B.E.

HIS WORSHIP MAYOR LEWIS: Welcomed the delegates to the City and remarked that he had met, entertained and issued Honor Certificates to approximately three thousand returned men and women. He commended the Government on appointing the Citizens' Committees and hoped their deliberations would bear fruit.

MR. E. B. REID then took the chair and addressed the delegates. (See report of London Conference pages 1 to 3.)

COLONEL W. B. MEGLOUGHLIN, Supt. of Rehabilitation then introduced the subject

**"The Department of Veterans' Affairs and the Community Organization"**

(See index for previous reports.)

Additional information given regarding "C" District follows: The Aylmer Building, Slater Street, is headquarters of the Counselling & Training, Casualty Rehabilitation, Re-establishment Credits, District Welfare Officers' staff and the District Rehabilitation Board. Since last January sub-boards dealing with Training, Out of Work Allowances and servicing "Special Cases" were appointed. Counselling services have also been arranged at most N. E. S. offices at stated periods as well as at Ottawa University, St. Patrick's College, and Carleton College. Mr. N. C. Malloch



and Mr. W. S. W. Breese were in charge of C. V. T. and up to June 30th, 383 males and 9 females had registered for university training while 757 males and 75 females had taken vocational training.

Col. C. L. Smith was in charge of Casualty Rehabilitation and had placed most who had applied for assistance. Col. Smith would appreciate being placed in contact with some casualty cases who had been discharged before his Department began to function.

Tribute was paid to Mr. Norman Foster of the Ottawa-Hull Citizens' Committee whose advice and contacts with industry had been invaluable.

On Saturday July 20th, 1,625 veterans in "C" District were in receipt of Out of Work Allowances and investigation showed 10% of these were on relief when they enlisted. There is a slow but steady improvement in the employment situation.

No problem had arisen placing 455 university students in summer employment at an average wage of \$108. per month.

Mr. H. R. Mossington had been appointed to deal with Personal Services.

As of July 20th there were 190 patients in the Veterans' Pavilion, 177 in the Rideau Health and Occupational Centre and 44 in Rideau Military Hospital, recently turned over to D. V. A. During the previous week 1,065 veterans reported to the District Office Clinic and 606 had been given treatment outside the Ottawa district.

Tribute was paid to Mr. Pickering, Chairman of the Ottawa Citizens' Committee who had been untiring in his efforts.

CHAIRMAN REID then called on Colonel P. J. Philpott to introduce the subject

### **"The Older Veteran and His Employment"**

(See index for previous report.)

MAJOR FORGIE: The Dual War Veterans we were asked to assist were in their 60's rather than their 50's. We obtained pensions for some others. We put them into employment that didn't require much brawn or skill but did require trustworthiness.

MR. A. NELSON, Pembroke: We placed quite a number of our older veterans as guards with Defense Industries Limited because younger men found the duties too monotonous.

CHAIRMAN REID: How about Ottawa, Mr. Pickering?

MR. C. A. PICKERING: The situation in Ottawa is quite favourable. The D. V. A. and Department of Labour are doing such an excellent job there is little the Citizens' Committee has to worry about. They haven't met as a body for the last year.

CHAIRMAN REID: The reason the Committee hasn't met as such is because Mr. Pickering's own staff is almost an adjunct of our office. They are doing a grand advisory job and interviewed fifty to eighty veterans every day.

MR. C. M. BYGATE, Ottawa: I think Colonel Philpott set the average age of Dual War Veterans rather low when he said fifty-one years of age. I commanded one of the Veteran Guard Companies and I had men sixty-five years of age serving. Many of the older men have taken advantage of the C. M. H. Q.'s offer to allow them to remain in the service another two years because they had no prospects for their future in civilian life. I consider these Old Soldiers are going to provide us with a difficult problem to solve. Those who were not domiciled in Canada prior to August 1914 are not entitled to either Veterans Allowances or Dual Service Pensions. There are several thousand Imperials who come under this category. Then the means test bars many older veterans, say around fifty-eight, from benefiting because they as decent citizens scrimped and saved to buy their own home in which to raise their families. They can't turn their houses over to their wives. They can't even get jobs now. What will it be like when employment is less plentiful. I met an ex-major, he is sixty-one years of age. He can't draw Dual Pension because he owns a house. He can't draw unemployment benefits because he is unfit to work. He can't draw ordinary pension because his disabilities have been ruled as not caused or aggravated by service. What is he to do?

COLONEL PHILPOTT: The means test is being made less rigid. A veteran may now own a house valued at \$4,000. and have \$2,000. invested.

MR. P. FALCONER, Dept. of Labour, Ottawa: I can't see why the Provincial Government doesn't employ Dual War Veterans who are not entitled to pensions in their Liquor Stores.

MR. HUGHES: Because they are party patronage jobs and only a few Dual War Veterans would qualify. I'll admit it doesn't seem fair that men with steady incomes are given these jobs while veterans of both wars stay idle.

CHAIRMAN REID: I suggest the Citizens' Committees might try and persuade their local members that service to one's country in two wars should outweigh service in politics to some party. There is definitely a selling job to be done.

CAPTAIN H. WALTON, Ottawa, Corps of Commissionaires: I wish to say we are definitely going to do our best to place as many of the older veterans in jobs as possible. The men with overseas service in World War I and service in this will be given preference.

CHAIRMAN REID: Perhaps Mr. Richardson may have something to say in view of remarks made about the Provincial Government providing certain kinds of employment for veterans.



MR. J. J. RICHARDSON: I am a Civil Servant and here in a non-political capacity. I wish to assure Mr. Falconer that the Provincial Government is doing everything possible to see that veterans are placed in these jobs. This discussion regarding older veterans would tend to prove that there is a very definite reason why Citizens' Committees should remain intact and ready to function for some time to come. I am quite sure that if the Citizens' Committee in any area bring specific cases of dual veterans preference to the attention of the Ontario Government with regard to available employment within their jurisdiction they will have a better than even chance.

Recess

## PROVINCIAL PERIOD

MR. J. J. RICHARDSON in the Chair, brought the book "The Veterans' Stepping Stones for Future Security" to the attention of the delegates. He then called on Colonel Finley who spoke briefly on the purpose of this booklet.

MR. N. C. MALLOCH in the absence of Mr. Pettapiece, District Supervisor of C. V. T. then introduced the subject "Training on the Job". (See index.)

Mr. Malloch specially mentioned the Citizens' Committees of Carleton Place, Cornwall and Renfrew as being particularly co-operative in assisting D. V. A. carry out this particular phase of the Government's legislation.

There was no discussion at this time.

DR. VAN TAUSK, in the absence of Mr. Breese, then spoke on Training and Re-establishment Institutes. He again extended an invitation to delegates and members of all Citizens' Committees to visit the various schools and training establishments in order to better acquaint themselves with the standard of instruction and type of training being given our ex-service men and women. He also mentioned that all graduates from the Prescott Training Centre had been placed in jobs as starting third year apprentices at from fifty-five to ninety cents an hour.

## MONDAY AFTERNOON SESSION

CHAIRMAN E. B. REID called on Major C. Flint to introduce the subject

### "Employment"

(See index for previous reports.)

CHAIRMAN REID: This address does suggest four headings under which the Citizens' Committees may do a great deal to improve the situation as it exists at present. Col. Megloughlin said this morning that 1600 veterans were on Out of Work Allowances. I suggest we discuss this problem under the following headings:

- (a) Secure veterans preference
- (b) Widen local employment opportunities
- (c) Create training on the job facilities
- (d) Salvage veterans drawing Out of Work Allowances.

MR. R. C. DAWSON, Smiths Falls and MR. J. A. McDONALD, Cornwall, said conditions in their areas were satisfactory and that they had nothing to contribute.

MR. R. W. R. HUGHES, Carleton Place: As far as veteran preference is concerned our employers co-operated satisfactorily. Our only trouble is placing veterans who for one reason or another are not capable of heavy manual labour and that is all we have left to offer.

COL. A. L. TOSLAND: I would like to ask if veterans as a rule seek the advice of the Citizens' Committees.

MR. R. W. R. HUGHES: We have a population of 4,200 people. Our Citizens' Committee is composed of prominent men who are really interested in the welfare of their fellow men. Since Mr. Kerr was appointed Veterans Officer there has not been much for them to do. We have a lawyer on our committee who has looked after the veterans' legal problems and only charged them the actual costs of registration and out of pocket expenses in regard to their property transfers, etc. We had over 800 enlistments and 741 have returned and been discharged. One hundred and eighty were reinstated in their pre-war jobs, 19 are on farms and 43 have gone into business for themselves. The rest, thanks to the co-operation of local employers, have been absorbed without much difficulty. The Dominion is only paying Out of Work Benefits to twenty-four at the moment.

CHAIRMAN REID: Thank you, Mr. Hughes. I would like to remark that it would be an unfortunate thing if the Citizens' Committees ceased to function in an active manner simply because the Veterans' Officer was doing a good job. I feel all Veterans Officers and the N. E. S. need the full co-operation and support of the Citizens' Committees to make their efforts perfect. If the Veterans' Officer runs into difficulties the natural place for him to turn is to the Citizens' Committee, some member of which can probably call the employer concerned and say, "Bill, I'd like you to do this little thing for me, etc. . . ." No one Veterans' Officer and no N. E. S. office can begin to function 100% unless they have the full support and co-operation of the leading citizens in the community.

MR. N. C. MALLOCH: One Committee which I found most active was the one at Renfrew. The Veterans' Officer acts as Secretary. The principal of the high school, a leading farmer, the township engineer, the local priest and padre all work together with some business men. Very little going on locally misses their attention.

CHAIRMAN REID: The delegates up North want to publicize the fact there are good opportunities for young men in the lumber camps and emphasize that conditions are much improved to what they were before the war. (See page 123.)



MAJOR JAS. FORGIE: Lumbering today is a science which requires skilled workers. I don't think there are many skilled men unemployed. Now I would like to hear the Out of Work Benefits explained.

### **"Out of Work Benefits"**

CAPTAIN G. L. ROSSER, Ottawa: With respect to Out of Work Allowances we have been following the rules laid down by the Unemployment Insurance Commission. A man must accept employment under his registered classification. I know one case where a married man registered as a clerk lives in a community where no opportunity has been offered for the last seven months. He has drawn Out-of-Work Allowances. We can't force him to move his family to Ottawa where employment could be found. With single men we change their classification if we think it beneficial to do so. We feel too many are drawing Out-of-Work Allowances and it is a mistake that must be corrected. The Citizens' Committees and Veterans' Officers could help us by providing information on individual cases. (See index.)

CHAIRMAN REID: I think the information Major Forgie is seeking is this: If a man on Out-of-Work Allowances is offered three weeks work will he pass it up because of the delay there will be getting back on allowances after he finishes the temporary employment.

CAPTAIN ROSSER: There need be no nine days waiting. We will act on the Employment Office Reinstatement Order from the day he quit the job. He should get his cheque in six or eight days.

MR. N. C. MALLOCH, Ottawa: A number of veterans now on Out of Work Allowances might be taken off if they and the Citizens' Committees knew more about T. O. J. Surely many of them would rather train on the job with the prospects of steady employment than stick around doing nothing.

CHAIRMAN REID: I have always felt the Citizens' Committees should be the referral point for our officers in the field—that they should be able to go to the local Committee and say, "This man Smith has been drawing Out of Work Benefits for six months. Surely we can find him a job or place him in training."

MR. NORMAN FOSTER: I have listened to your remarks. They are perhaps an unconscious criticism of our Citizens' Committees. I feel the fault, if any, lies with the officials employed by the Government. Surely if they have problems or difficulties, either individual cases or collective problems they should come to our committee, tell us what they want done and see that we do it. If the Chairman doesn't give satisfaction, then remove the Chairman and re-organize the Committee. I feel the responsibility for keeping the Citizens' Committees busy and interested rests on the shoulders of the paid officials of the Government. The Committees were formed to aid in rehabilitating veterans in their localities. The Veterans' Officers and other Government officials should know what is needed and

if they can't do what is needed themselves then they should come to us for help. The Veterans' Officers, the Placement Officers, and any other N.E.S. or D.V.A. officials have entré to the Committee at any time. Take Mr. Pickering, our Chairman. He has every Church, every Service Club, and all other active groups organized and there isn't a man in the City that can't be approached regarding a job or anything else. Mr. Chairman, you were perfectly right when you said "There should be liaison between the Department and the Citizens' Committees".

We have got to get tough with employers who would exploit the veterans and we must also get tough with men who intend to exploit the Government and employers. I find those veterans with the least service usually make the most extravagant demands.

F/L O'GORMAN: Many veterans drawing Out-of-Work Allowances are not fully trained for the position or skilled for the trades under which they are registered. I feel the Citizens' Committees working with the Veterans' Officers could go over the whole list and by explaining the training programme prove to them the fact that they are passing up good opportunities to train themselves into good steady jobs.

MAJOR GENERAL E. L. M. BURNS: "The Department is a little perturbed about the number of veterans drawing Out of Work Benefits. We feel if some of these young fellows made a strenuous effort to obtain employment they would earn more working than they draw while unemployed. I agree with what F/L O'Gorman has just said. The Citizens' Committees could render great assistance in providing our officials and N. E. S. with the employment record of these men. We want to know not only what they are registered as but what their employment record actually has been. Only 33,000 veterans are drawing Out of Work benefits and this is only 4% of the total discharged. We have therefore achieved our objective but the mopping up process must be done thoroughly. Our objective was to place every veteran back into civil life in a position best suited to his abilities and social standing in the community in which he lives. That objective has been reached but must be consolidated. If a veteran remains unemployed then we want to know why. In providing the answer the Citizens' Committees can be most useful.

COLONEL W. B. MEGLOUGHLIN: I accept the criticism that Mr. Foster has made. We have not spent sufficient time out in our districts. Any time I have asked a Citizens' Committee to do a job of work it has been done.

DR. W. H. BALLANTYNE: I am glad Colonel Megloughlin said that. We have not been sufficiently in touch with the Citizens' Committees. We have been busy but I promise in the future we will get around and visit the Committees.

CHAIRMAN REID: "C" District isn't alone in failing to keep close contact with its Citizens' Committees. The same situation applies all across the Dominion. During the past year the D. V. A. officials had to carry a



tremendous burden owing to the rapid discharge policy. The Citizens' Committees in the majority of cases did a wonderful job acting mainly on their own initiative, but from now on there should be the closest contacts, interchange of information and mutual co-operation between all Departments of Government and the leading citizens in our communities.

MR. T. G. HOLLY, Senior Counsellor, D. V. A., next introduced the subject

### **"How Communities May Assist in Training"**

(See index for reports previous conferences.)

Mr. Holley called attention to the fact that the 60-40 idea mentioned in "Back to Civil Life" concerning Training on the Job was evidently very much misunderstood. Many employers seemed to think that the Federal Government made up the difference between what the employer paid and the trainee received. They didn't seem to realize that the trainee had the amount taken from his re-establishment credits.

CHAIRMAN REID: Will Miss Brown of Merrickville lead off the discussion please?

MISS E. F. BROWN: Our efforts have been mostly directed to trying to make our many English war brides feel at home. We haven't any employment difficulties. The housing problem is our greatest worry.

MAJOR GENERAL E. L. M. BURNS: The lack of discussion would indicate the training programme is functioning satisfactorily. We are particularly interested in first studying employment possibilities in any trade or occupation before training veterans because there is no use training a man for a trade or occupation if the possibilities of employment are poor. In conjunction with the Department of Labour we have undertaken the rather difficult and complicated job of exploring the various trades and occupations to learn how many veterans we should train for each occupational field. We are not quite sure we have the answer yet.

CHAIRMAN REID: Thank you, General Burns. I hope the delegates will remember what you have said and take the message back to the communities.

Recess followed

MR. JAMES BRADLEY in the absence of Mr. Hollinsworth, Supervisor of Re-establishment Credits introduced the subject

### **"Veterans in Business"**

(See index for previous reports.)

COL. MEGLOUGHLIN stated among other things that in his opinion most failures to date were due to the veteran being unable to obtain the supplies he really needed to carry on his business.

CHAIRMAN REID: It is serious when a veteran fails simply because he cannot obtain supplies. He has used his credits and cannot obtain further benefits, such as training, etc. The Citizens' Committees should if possible counsel all veterans regarding such dangers before they start up in business. Some member of the Committee should know what the conditions are likely to be. The subject is open for discussion.

DR. VAN TAUSK: We were warned not to train electricians because of the surplus. I have trained electricians and placed every one. Col. Megloughlin remarked we were going to have a surplus of plumbers. We have, but it is mainly due to lack of plumbing equipment and materials. They can't work if they haven't the materials with which to work.

MR. JAMES BRADLEY: I would like Mr. May, Veterans' Officer for Arnprior to comment on the Statutory Declaration.

MR. MAY: It was designed by the Department's solicitor to prevent veterans from obtaining goods with their credits which were not required in their business. Veterans were purchasing goods with their credits and then reselling them.

### DINNER SESSION

The delegates of the Citizens' Rehabilitation Committees, officials of the Dominion Government and friends were dinner guests of the Provincial Government at the Chateau Laurier, Monday evening, July 22nd. Mr. J. J. Richardson, in the Chair, introduced Miss Brown of Merrickville. Miss Brown expressed the appreciation of the women delegates for the kindness shown. She recalled the fact that Merrickville had been one of the first committees to organize and said "While our scope has not been very large we have been active".

The Chairman then called on Mr. C. W. Pickering, Chairman of the Ottawa Committee.

MR. PICKERING: During the past four years I have been Chairman of the Ottawa-Hull Citizens' Rehabilitation Committee. During that time I became convinced that those who voluntarily work to help others invariably benefit themselves also. I noticed also that those employed by the Government, helping to rehabilitate their wartime comrades, seem to put more spirit and energy into their work than my own employees in the thirty-seven years I have been in business. My employees are all loyal but they deal with business and business problems. They don't have the same heart-in-their-work attitude that is apparent in most D. V. A. officials who deal with the problems of people. I am sure that by bringing me into close contact with so many veterans, officials and other citizens, my work as Chairman has been of great benefit to me also, and made me into a better citizen.



Mr. Pickering expressed the opinion that the Citizens' Committees should remain organized. He said "They should be to the D. V. A. what a spare tire is to a car. It may not be needed very often but it is always ready in case of emergency".

CHAIRMAN RICHARDSON: Tonight we are going to depart from our usual procedure. Instead of having a member of the Provincial Government as guest speaker we are going to hear a very well known Dominion Government official. Instead of limiting the time of the speaker as usually done, we will dispense with the after dinner business session and give him all the time he wishes to exercise his privilege. I will ask Brigadier Melville to introduce the speaker.

BRIGADIER J. MELVILLE, Chairman of the Canadian Pension Commission: There is hardly anything I could say to a gathering such as this about the speaker that the delegates don't already know. He first came to Ottawa in 1929 when the problem of the "Burnt Out Veteran" first received the Government's consideration. He was made Chairman of the War Veterans Allowance Act in 1935. Subsequently he was appointed Deputy Chairman of the General Advisory Committee on demobilization and rehabilitation. Then he was made Deputy Associate Minister of the Department of National Health, and then Chairman of the General Advisory Committee. When the Department of Veterans Affairs was formed he was made Deputy Minister. His great capacity for work was recently recognized when His Majesty conferred upon him the Companionship of that Most Distinguished Order of St. Michael and St. George.

When Mr. Churchill made his last visit to America when speaking to a group of officers representing all three services he used the following quotation in the course of his remarks:

"God and the soldier we adore  
In time of danger—not before.  
The danger past and wrongs are righted,  
God is forgotten and the soldier slighted."

That quotation was inscribed on a Sentry Box on Gibraltar by some unknown author. I am happy to say it is not true of Canada. I know of no person better fitted or able to deal with the subject "Canada's Veterans" than Mr. Walter S. Woods, C.M.G.

MR. WALTER S. WOODS, Deputy Minister of Veterans Affairs: May I first, Mr. Chairman, express my deep appreciation to the Government of the Province of Ontario for sponsoring this extremely pleasant function and also for the keen interest and co-operation your government has extended to us in the field of rehabilitation. Apparently this is one subject on which it is possible for us to get together without difficulty. One factor in this, no doubt, is the fact that almost 40% of Canadian enlistments in World War II were from the Province of Ontario.

The Provincial Government has rendered splendid co-operation particularly in the field of training. There are almost 10,000 discharged persons in Ontario universities, 9,000 in undergraduate work and over 550 in post-graduate work.

This veteran question, therefore, is one of top importance in the Province of Ontario and it is certainly one of the major questions with which the Dominion Government is dealing in that the Department of Veterans Affairs is spending more than 65 millions monthly and their estimates for the current fiscal year will exceed 800 million dollars.

It seems a far cry from the day in October, 1939, when shortly after the outbreak of World War II, the speaker was asked by the Minister of Pensions and National Health, the Honourable Ian Mackenzie, to take charge of the Rehabilitation Division of the Department.

It will be remembered that one of the first steps in planning was the formation of the General Advisory Committee on Demobilization and Rehabilitation. The task of this Committee with its fourteen sub-committees was to study every problem with which the veteran would be faced on his return and to formulate proposals for consideration by the Cabinet Committee under the Chairmanship of the Honourable Ian Mackenzie.

Special Parliamentary Committees comprising members from all political parties, each one himself a veteran, have approved and improved the various measures and the Canadian Legion has taken an extremely active part in helping to shape a rehabilitation programme which I think it can be said represents the best of Canadian thought and experience, and like the performance of our men in the field is second to none.

Here are some of the measures which emerged as a result of the combined studies and consideration of Mr. Mackenzie's Cabinet Committee, the General Advisory Committee, Parliamentary Committees, Parliament and the Canadian Legion—and I know that each of these groups recognizes and respects the contributions of the others:

The Reinstatement in Civil Employment Act

The War Services Grants Act, providing Gratuities and Re-establishment Credits

The Veterans' Rehabilitation Act

The Veterans' Land Act

The Veterans' Insurance Act

The Department of Veterans' Affairs Act.

Many other provisions have been made by Order-in-Council and are now being placed in permanent statute form through the Special Parliamentary Committee on Veterans Affairs—in fact, not less than a dozen Bills are now in process amending existing Acts or introducing new Acts of Parliament.



With the legislative programme approaching completion, it is well to remember that legislation alone will not accomplish the successful re-establishment of our veterans. There are three other essentials:

To begin with, there is the staff to administer this legislation. In this connection the Department has increased its staff until the numbers now exceed 14,000, half of which incidentally are in or attached to our hospitals. Particular pains have been taken to train the staff in their responsibilities and give them the proper outlook towards their work.

All of us occupy our positions to serve the veteran and for no other purpose. To give him the best we have, each veteran's problem must be regarded as a personal, separate and individual problem. We cannot employ any mass psychology or assembly line tactics and all our counsellors, interviewers and other staff have been trained in this concept.

Another phase of rehabilitation that is equally important is the part the community must play. There are limitations to what a Government can do. There are the religious, social and cultural aspects of re-establishment. These things are just as important as the materialistic side of rehabilitation. Rehabilitation actually takes place in the veteran's own community. True he may move from one community to another, but in the final analysis it is at community level that he will finally achieve his rehabilitation. Eight hundred community Rehabilitation Committees are working in his behalf in cities, towns and villages throughout the Dominion and the Canadian Legion are playing a particularly grand part in this field.

I wish to pay tribute and that of my Department to the splendid and unselfish devotion displayed by our Rehabilitation Committees represented here and particularly to that one headed by Mr. Pickering. As a salaried officer I have always felt inspired by the manner in which these committees have given of their time and talents gratuitously for the veterans.

I was somewhat dismayed recently to hear the question asked by one of our committees whether or not, now that most of our men have been discharged, their job is done. It is our judgment that the greatest part of their task still confronts them and I urge them to be prepared to carry on for some time yet.

Then, lastly, there is the most important phase of rehabilitation and that is the veteran himself. His full co-operation is imperative and in this regard I cannot speak too highly of his attitude. It is my judgment that if any other element of the rehabilitation plan fails it will not be the veteran himself. You remember during the war when it was frequently said by some well-meaning people, that the veteran, because of his experiences, would be difficult, emotionally unstable, hard to understand, maladjusted—in short, a problem child. I have never believed this and frequently said so publicly. Time has shown that far from being the case, the many thousands of veterans in our universities and other forms of training are breaking all records in passing their subjects and in their sincerity, perseverance and application.

There you have the elements of rehabilitation—a sound legislative programme, a competent, well-trained and earnest staff, an organized community, and a veteran who is prepared to do his part. Knit these together and if all display the same team work the men did in the field you need have no fear for the outcome. The job is too big for any one of us alone, but combined great things can and are being achieved.

The following figures reflect, in some measure, the sacrifice that has been made and the trend of intentions of those who are resuming civil life:

41,000 have been killed in action or died on service

42,000 are receiving disability pension

1,900 have suffered amputation

93 have suffered blindness

10,000 are receiving treatment in hospitals

8,500 are receiving out-patient treatment.

Now, as to the trend of those who are physically capable of resuming civil life forthwith:

900,000 have already been discharged

30,000 have been qualified to settle on farms or small holdings

30,000 are taking vocational training

35,000 will be taking advantage of university training this fall

246,000 applications for Re-establishment Credits have been paid amounting to \$48,000,000

15,000 who have gone farming or have engaged in private business are receiving benefits while awaiting returns.

There have never been more than 6% of those discharged receiving Out-of-Work Benefits.

So much for the cost in suffering and injury and the trend of those who are returning to civil life. This story would not be complete without the statement that we have built or are building 37 new hospitals or additions to existing hospitals and have also taken over 24 service hospitals in the past year. We have established 8 Health and Occupational Centres, a new branch of medicine to bridge the gap between active treatment and full employment. We have built up our treatment service, adopting all new modern techniques and recruiting the best and most competent men in the healing profession. We have established a system of casualty rehabilitation officers whose job it is to start discussing rehabilitation in the hospital and follow through the disabled man until he is successfully established.

This is a thumb nail sketch of Canada's rehabilitation programme and how it was developed. My colleagues and I are proud to have been associated in this work.

Again my sincere thanks for this delightful occasion and for the co-operation of your Government.



**CHAIRMAN RICHARDSON:** I will ask Major-General Burns to thank the speaker.

**MAJOR GENERAL BURNS:** About the only thing Mr. Woods neglected to mention was the important part he played in first formulating and later administering the programme of Veterans' Rehabilitation. It is not an exaggeration to say that he, more than any other person in Canada, is responsible for the fact that we have the finest rehabilitation programme in the world and that he, by his ability and example has put confidence, enthusiasm and the desire to render good and efficient service into the hearts of all his subordinates. I feel that the work of D. V. A. under Mr. Walter Woods, coupled with that of the voluntary work of the Citizens' Rehabilitation Committees, has made the vast majority of Canada's veterans, both men and women, feel that their efforts and sacrifices are fully appreciated by both Government and citizens alike. For these reasons, on your behalf, I wish to thank the speaker. (applause)

**CHAIRMAN RICHARDSON:** Thank you General Burns. The speaker's kind remarks regarding the co-operation of the Provincial Government in matters concerning veteran training will be passed along to my Government. I also wish to say that I have worked in close co-operation with your Department of Public Relations, of which my Co-chairman Tim Reid is Director, and I have found him the soul of co-operation. Before we adjourn he may have a message for the delegates.

**MR. E. B. REID:** We have heard a great many nice things said about the employees of the Department of Veterans Affairs tonight. Those who heard the Deputy Minister tonight will understand why the spirit of service pervades our Department.

The evening session adjourned.

## **TUESDAY MORNING SESSION**

### **Ottawa Conference**

The delegates convened at 9:00 a.m. with Mr. J. J. Richardson presiding. After presenting an address similar to that given by General Matthews, as already reported on pages 36 to 39, London Conference, Mr. Richardson called on Colonel W. E. L. Coleman of Ottawa, a member of the Ontario Rehabilitation Committee, to say a few words.

### **The Ontario Rehabilitation Committee**

**COLONEL W. E. L. COLEMAN:** The Ontario Rehabilitation Committee as now formed is only about nine months old. It was my privilege to be appointed from the Ottawa Citizens' Committee to the Provincial Committee in March. Since then we have held three meetings.

We work in conjunction with the Federally appointed Citizens' Rehabilitation Committees in order to avoid overlapping, misunderstanding,

and confusion. Our discussions are limited to problems affecting veterans' rehabilitation in Ontario, one of which is education and training. Western and Queen's Universities and Carleton College have all had problems, particularly in finding veteran students suitable accommodation. The Ontario Rehabilitation Committee, has, by intelligent liaison with area Citizens' Committees provided timely assistance.

Another feature we have discussed is the welfare of veterans settling in Northern Ontario far away from the D. V. A.'s rehabilitation centres. Mr. McIntyre of Dryden, Ontario, who has recently retired as bank manager, is giving considerable time and thought to the problem of keeping veterans in the sparsely settled areas up to date regarding new legislation and amendments to old. The Ontario Committee provides a body to whom veterans up North who are seeking advice or assistance can turn. Mr. Stan Wookey lives in Schumacher and Colonel Akehurst resides at Kirkland Lake and both are active members of our Committee.

The various mining companies take a great interest in veteran welfare work and provide permanent secretaries to take care of the stenographic needs of the members. They have been very active forwarding ideas and suggestions to the Government regarding the housing problem which is just as bad in the mining communities as it is down here. We still find enough work of an important nature to keep us busy and therefore after a recent discussion we decided that it is necessary for us to carry on. Finally, we have decided to publish a digest of the discussions which take place at the six Citizens' Committee Conferences so that the members of all committees may become familiar with the ideas, opinions and activities expressed or undertaken by others to meet emergencies and to solve problems.

MR. J. J. RICHARDSON: Thank you, Colonel Coleman. I would like to add that if any of the delegates require information on Provincial matters a letter addressed to The O. R. C., Rooms 409-410, 69 Yonge St., Toronto, will receive immediate attention.

### **"Apprenticeship Training"**

Mr. Richardson next called on Mr. F. Hawes to explain the relationship between the Ontario Apprenticeship Board and the Department of Veterans Affairs. (See index for previous reports.)

COLONEL COLEMAN: I would like to ask Mr. Hawes if those deciding how many new journeymen any given trade can absorb take into consideration the fact that a great many skilled mechanics and tradesmen only work today because of the great demand for labour and the high wages being paid. I feel a great number of the older men will retire once conditions begin to return to normal.

MR. FRED HAWES: Those facts are considered. We feel the building trades programme could be unfolded rapidly with advantage to all concerned if only necessary materials were made available.



MR. P. FALCONER: Are any of the designated trades going to be overcrowded with skilled tradesmen when conditions revert to normal?

MR. F. HAWES: We fear there may be too many in the electrical, plumbing, steamfitting and sheet metal workers' trades.

MR. N. C. MALLOCH: Recently I was asked if we could supply seventy-five carpenters to two small communities in the Ottawa valley.

MR. HAWES: May I give a warning—don't say we can supply seventy-five skilled carpenters. We can't. We can supply seventy-five trainees. They have had basic training but they need several years more experience before they will be efficient carpenters. It is not right to sell a trainee to a contractor as a carpenter and it is not fair to the trainee because if he is represented to the contractor as a carpenter he may miss a lot of training and experience he really needs.

DR. VAN TAUSK: Experience has shown that when conditions are normal it is only the most highly skilled and reliable tradesmen who are always steadily employed. Both Mr. Hawes and I feel that all those connected with veteran training should point out this important fact to all trainees. If an applicant is not considered as likely to become proficient at the trade he asks to learn then he should be given further counsel and advice. If he starts and does not show aptitude or promise it is unkind to allow him to waste his time continuing the course.

CHAIRMAN RICHARDSON: There being no further discussion I feel sure the delegates will join me in conveying to the Honourable Mr. Daley, Ontario Minister of Labour, our sincere appreciation for permitting Mr. Hawes to come to these conferences and so ably enlighten us regarding the continued efforts of the Apprenticeship Board to deal satisfactorily with the many problems encountered when screening young men for the designated trades.

## GENERAL DISCUSSION

MR. E. B. REID in the Chair: Last night a delegate told me that the Committee he represented was inactive and left the Veterans' Officer to do all the work. We have distributed a pamphlet "The Community and Re-establishment". It outlines the organization of the Committees and explains the work and duties the Department feels each Committee should perform. If any other delegates feel the same way as the gentleman who spoke to me last night, I would appreciate if they will read the pamphlet and then discuss the matter with me. The District Officers will provide every assistance in forming or re-organizing any Citizens' Committee that you delegates feel is necessary.

### Delay in Delivery of Victory Bonds

There have been and still are many complaints regarding the non-delivery of Victory Bonds to ex-members of the Armed Forces. Will all

delegates kindly inform those who still have Bonds coming to them to write to the Department of Veterans Affairs or Finance and give the following particulars: (1) Regimental number or rank. (2) Surname and Christian names in full. (3) The number of the loan or loans for which the Bonds are still outstanding, i.e. the 5th, 6th or 7th Victory Loans. (4) The amount or amounts subscribed. (5) The name of the depot, town or station where they were located when they subscribed for the loan. (6) Whether payment was made in cash, pay assignment, deferred pay or war service gratuities. All the above information is necessary to obtain speedy action.

MAJOR FORGIE: I suggest a mimeographed letter be sent to all Citizens' Committees informing them of the information required.

CHAIRMAN REID: It will be done. The next subject for discussion is that of Housing, and I am going to ask Mr. R. G. Clauson to introduce the subject.

### Central Mortgage and Housing Corporation

MR. R. G. CLAUSON: To provide a background against which we may project a general discussion of the housing situation and of the part being played by the Dominion Government to help meet a shortage which is both acute and national in scope, perhaps you will permit me to tell you something of the organization I represent.

Central Mortgage and Housing Corporation was authorized by Act of the Twentieth Parliament and came into being on the first day of January, 1946. It is a Crown Company with a capitalization of \$25,000,000. It is a permanent body.

To effect a maximum of decentralization of our activities, regional offices have been opened in the Prairie Provinces and Ontario. Others will ultimately be set up in British Columbia, Quebec and the Maritime Provinces. In each region, branch offices are being established as required.

In addition to a president, vice-president, secretary and division supervisors, we have a board of directors, five of whom represent the regions I have just mentioned. The Governor of the Bank of Canada, the Deputy Minister of Finance and the Deputy Minister of Reconstruction are also directors.

To illustrate how the Corporation fits into the over-all Government housing picture, here again I must delve into a little background. Until the middle of last April, housing was the divided responsibility of three Ministers of the Crown:

Hon. Ian A. Mackenzie, Minister of Veterans' Affairs charged with providing financial assistance to veterans who wish to engage in farming as a full-time occupation or in part-time farming coupled with industrial, commercial or other employment from which the veteran derives his principal cash income.



Hon. C. D. Howe, Minister of Reconstruction and Supply, under whose care Wartime Housing Limited falls. During the war, Wartime Housing Limited built houses and rented them to workers in congested industrial areas. Today it is helping to provide houses on a rental basis for veterans.

Rt. Hon. J. L. Ilsley, Minister of Finance, to whom Central Mortgage and Housing Corporation reported.

Today, the responsibility for housing is vested in the Minister of Reconstruction and Supply. In other words, Wartime Housing Limited and Central Mortgage and Housing Corporation **both** report to Mr. Howe, and arrangements have also been made to co-ordinate the non-farm housing operations carried on under the Veterans' Land Act, with the activities which now centre in the Department of Reconstruction and Supply.

Central Mortgage and Housing Corporation was formed to co-ordinate several real and proposed governmental housing functions. These are:

**Firstly** to administer the National Housing Act of 1944, and its predecessor legislation.

**Secondly** to provide facilities for the rediscounting of mortgages by the Lending Institutions.

**Thirdly** to administer the Emergency Shelter Regulations.

The original housing legislation was the Dominion Housing Act of 1935. Some of the mortgage loans made to house builders under this Act are still outstanding. Otherwise, it is inoperative.

Then came the Home Improvement Loans Guarantee Act of 1937. Here again some of the loans are still on the books, but the Act is not in active operation.

In 1938, the first of the National Housing Acts became effective. Under Part III of this Act, the Minister of Finance was authorized to pay to a municipality for three years certain proportions of increased taxes which it may have imposed on a new single-dwelling house. Some of these tax advances are still outstanding but otherwise the Act is not in force.

At this point, we come to the legislation in which we are principally interested—the National Housing Act of 1944. The object of this Act—familiarily known as N. H. A.—is fourfold: To promote the construction of new houses, the repair and modernization of existing houses, the improvement of housing and living conditions and the expansion of employment in the post war period.

Under the National Housing Act of 1944, to which there are six parts, the Government is in business—principally in the business of lending money on long terms for the construction of houses. Loans are of three kinds: joint loans made through private Lending Institutions, that is, Insurance

and Mortgage Companies; direct advances to Limited-Dividend Housing Corporations up to 90% of the lending value of a low-rental project; and Home Extension Loans.

The first of these, made under Part I of the Act, is joint loans. As the name suggests, they are made jointly by Central Mortgage and Housing Corporation and approved Lending Institutions to prospective home owners, including co-operative housing groups formed for the purpose of building houses or apartments for occupancy by members of the groups, or to builders of houses for sale to occupants.

Here it may be of value to discuss for a moment the actual procedure in applying for a joint loan under the National Housing Act.

In the first place, the prospective borrower should get in touch with any office of a Lending Institution which has agreed to operate under the Act. Here, he is given two copies of a questionnaire which must be completed and submitted to the Lending Institution. Taking into consideration such factors as the age of the prospective borrower, his income, cash position and insurance holdings, the Lending Institution will at this point determine whether or not negotiations can proceed. It has been found from experience, for instance, that few of us can afford to spend more than 20% of our net income on interest, repayment of loans and taxes. However, because of today's high costs, a higher percentage may be permitted under some circumstances.

If a loan appears to be warranted, a formal application form is provided. This must be submitted to the Lending Institution, together with plans and specifications for and the estimated cost of the proposed home. By this time, of course, the applicant must own or at least hold an option on a lot. His credit standing is then investigated and the equity which he must provide from his own resources is determined together with the actual lending value of the house.

Once all these requirements are cleared by the Lending Institution, the application, Appraiser's Report and Plans and Specifications are forwarded to the Corporation for its approval.

The mortgage is then signed and the borrower is notified regarding his responsibility to adhere to the minimum standards.

The proceeds of joint loans are usually advanced at predetermined intervals during the course of construction.

Twenty-five percent of the money borrowed is furnished by the Corporation, seventy-five percent by the Lending Institution. Interest payable by the borrower is  $4\frac{1}{2}\%$  per annum, calculated semi-annually. Repayment must be secured by a first mortgage on the house and the land and the term of the loan is usually twenty years. However, in an area adequately protected by community planning and appropriate zoning restrictions, a loan may be for a term of up to thirty years. Payment of principal, interest and taxes are made in monthly instalments.



Houses financed by joint loans under N. H. A. must be constructed according to sound, prescribed standards. Minimum loan is 50% of the lending value which consists of estimated cost of construction (including cost of the land) or the appraised value of the house (including land) whichever is the lesser. Maximum loan is 95% of first \$2,000 of the lending value, plus 85% of the next \$2,000, plus 70% of any value in excess of \$4,000.

I should point out here that to help bridge the gap between the lending values on which National Housing Act loans are based and increased costs of construction, Central Mortgage and Housing Corporation is approving (as of April 29, 1946) lending values eight to ten percent higher than those formerly used. The rise in costs varies in different parts of Canada, and the eight to ten percent spread is intended to bring lending values closer to estimated costs in each area.

Take for example a house with a former lending value of \$4,600 against which a maximum loan of \$4,020 could be made. Today the same house would have a lending value of \$5,000 with a resulting loan of \$4,300.

The maximum lending value (and therefore the amount of the loan) is limited by regulation. For the present, maximum lending values are: \$6,000 for a house with not more than two bedrooms; \$7,000 for a house with three bedrooms, and \$8,000 for a house with four or more bedrooms.

Once a loan is approved, it is the borrower's responsibility to see that the house is built in accordance with the approved plans and specifications, although inspections are made by inspectors of the Lending Institution and of Central Mortgage and Housing Corporation to satisfy the lenders in this regard.

### **Building Loans**

That the joint loans made under the National Housing Act are filling a need is apparent from a brief review of loans approved. During June, loan approvals totalled 1092 involving an amount of \$5,339,220 for 1181 units. This brings the total for the first six months of 1946 to 4022 loans involving \$21,116,320 for 4,677 units.

Joint loans under the National Housing Act are now available in all parts of Canada—whether urban or rural.

Under Part II of the Act, joint loans may be made for rental purposes on much the same terms as under Part I, except that the loan must not exceed 80% of the lending value and that, in properly planned and zoned areas, the maximum terms of the loan is 25 years.

Also under Part II (Section 9) loans may be made directly by the C. M. H. C. to a limited-dividend housing corporation for the purpose of assisting in the construction of a low-rental project or in the purchase of existing buildings with the land upon which they stand and their conversion into a low-rental project.

Such loans may be for 90% of the lending value of the project at an interest rate of 3% per annum. The term of the loan may not exceed the usual life of the project, or 50 years, whichever is the shorter term.

To be eligible, a Corporation must establish the need for the project, provide sufficient equity, limit its dividends to 5%, set rents and operate the Corporation in a manner acceptable to C. M. H. C.

Outstanding example of a limited-dividend corporation operating under Sections 9 and 11 is Housing Enterprises of Canada Limited with a projected 1946 program of 6,000 units. The company's capital stock is owned by the various Life Insurance Companies operating in Canada, with their respective percentage ownerships in relation to their size.

The third type of loan is covered by Part IV of the Act which provides for loans by banks or approved instalment credit agencies under an arrangement with C. M. H. C. for home improvement and home extension purposes. This part of the Act was proclaimed on April 1st, 1946, with reference only to home **extension** loans. The section on home improvement loans is inoperative owing to the continued shortage of building materials.

Home extension loans are intended to assist house-owners to finance the addition of self-contained dwelling units to existing homes. Home extension loans bear interest at 5% per annum. They must not exceed \$3,000 for the first family housing unit created in the house and \$1,000 for each additional family unit. Loans are for a maximum term of three to five years.

### **National Housing**

May I now tell you something about two specialized activities under the National Housing Act.

The first is the Home Conversion Plan, which was established by a series of Orders-in-Council and under which authority is given to the Corporation to lease buildings in certain cities, to convert them into housing units and to sub-let them to suitable tenants for the relief of the housing shortage. According to a return tabled in answer to a question in the House of Commons on April 1 of this year, 246 conversions had been completed under this plan up to December 1, 1945, providing 1,964 housing units. The Home Conversion Plan is still in effect but few conversions are taking place now owing to the lack of availability of large houses suitable for conversion.

Also established by Order-in-Council, the Integrated Housing Plan is a specialized application of Part I of the Act. It was formulated in order to promote the building of low-cost houses for sale to veterans of World War II and their dependents. It is applicable to small and large centres alike. The contract with the builder contains a provision which holds the price of the house within the means of the lower-income group.



As a means of safeguarding the builder's investment, C. M. H. C. agrees to buy from the builder within one year from the date of completion any houses in the development which he has been unable to sell at the price fixed or agreed upon prior to construction.

Another point which should be raised here is priorities. Under Priorities Order P.O. 11, all government sponsored low-cost housing is on a priority basis. In addition, individual priorities are available to veterans whose homes are 75% complete. When these have been taken care of, the system will probably be extended to all veterans.

While on the subject of materials, it might be well to recall the recent Order-in-Council announced by Hon. C. D. Howe, Minister of Reconstruction and Supply which provides that the halting of non-essential building is left to municipalities. Thus if a municipality feels it needs a theatre in preference to homes for its veterans, it is entirely up to the city fathers.

May I now take a few minutes to discuss Emergency Shelter? To assist municipalities in meeting their shelter problems by making the most effective use of available unoccupied houses and other suitable building, Emergency Shelter Regulations were established by Order-in-Council which vested certain powers in the Wartime Prices and Trade Board. These powers have now been taken over in whole by C. M. H. C. the Emergency Shelter administrators and officers are authorized to assist local bodies, when possible, to find accommodation for families suffering acute hardship and distress from lack of shelter. C. M. H. C. may also put buildings which are surplus to war requirements at the disposal of municipalities and provinces either at a fraction of their original cost or on a lease basis.

### **Integrated Housing**

Established by Order-in-Council, the Integrated Housing Plan is a specialized application of Part I of the Act. Its purpose is to promote the building of houses for sale, preference being reserved for veterans of World War II and their dependents.

Principal features of the Integrated Housing Plan are:—

1. A maximum sales price which is determined at the outset. The Corporation will increase the maximum sales price of any house in the development should ceiling prices or wage rates be raised by the Wartime Prices and Trade Board or the Labour Board respectively; or should taxes or materials be increased after the lending value of the house has been established.
2. Priorities assistance on the minimum quantity of required building materials—administered by the Priorities Officer, Department of Reconstruction and Supply.
3. Guarantee by C. M. H. C. to buy from the builder within one year from the date of completion and at the price fixed or agreed upon

prior to construction of any houses in the development which he has been unable to sell.

4. Restriction of the sale of each house in the development until ready for occupancy to members or ex-members of the Armed Forces of World War II and their dependents. If required to do so by the Corporation, builders must continue to advertise any house for sale after the foregoing period of restricted sale, again giving preference to veterans of World War II and their dependents.
5. Release of the customary 25% holdback. Under the N.H.A. regulations, 25% of the proceeds of a joint loan to a builder for sale is withheld until the house has been sold to a satisfactory purchaser. In the case of loans made under the Integrated Housing Plan, the holdback is released on completion of the unit.
6. No limit on the number of completed but unsold houses.
7. A twenty year period of amortization with the proviso that in communities which are adequately protected by approved community planning and proper zoning regulations, the period for repayment may be extended twenty-five or to thirty years.

As a rule a project should consist of not less than 10 and not more than 50 units, although exceptions will be considered.

Land cost should be as low as possible. Four houses built under the plan, the cost of the land generally should not exceed 10% of the cost of the completed project.

Under the Integrated Housing Plan, the builder must agree:—

1. To develop a substantial area of land in accordance with a plan of sub-division and development approved by C.M.H.C.
2. To build the houses to conform with the N.H.A. minimum standards.
3. To maintain accurate records of costs and to make such records available to the Corporation.
4. To keep satisfactory records of all sales for inspection by the Corporation if required.
5. To obtain approval and support of the project from the local authorities in respect of such matters as land planning, municipal services, schools, types of housing, construction methods and prospective sale values. This approval must be accompanied by a statement from the same authorities as to the urgency of the need for such a project.

In order to obtain a tentative commitment on the sales price and amount of the loan, the builder should submit the following documents to the local office of the Lending Institution:



(a) Application Form in duplicate for each Master Plan.

(b) Plans and specifications four copies for each Master Plan.

The Lending Institution will complete the normal appraisal report and forward it, together with the foregoing documents to the nearest Branch Office of the Corporation.

Central Mortgage and Housing Corporation will advise the Lending Institution of the tentative maximum sales price and amount of loan.

Mr. Chairman, I have been concerned to show in what respects present legislation is of assistance to the veteran. I appreciate that the shortage of materials, shortage of labour, high building costs and the general unsettled conditions existing in the building industry, leave considerable room for improvement. However, in the short time since the Central Mortgage and Housing Corporation was formed, I think the Corporation has gone a long way, and I trust that in the next year advances just as great will, with the co-operation of all concerned, reduce the problems to an even smaller size.

CHAIRMAN REID: Citizens' Committees should explain to local contractors that under the Integrated Housing plan there is no 25% holdback. The money is advanced all the time during construction.

MAJOR GENERAL BURNS: Have Ottawa contractors accepted the Integrated Housing Plan?

MR. CLAUSON: No. They have all the building contracts they can handle under ordinary schemes which give them more profits.

MAJOR FORGIE: Under V. L. A. a veteran can be his own contractor or engage another to build his home. Does he enjoy any priorities?

MR. CLAUSON: No, not until the home is 75% completed.

MAJOR FORGIE: Then how is he expected to get started?

MR. CLAUSON: He must take his chance and obtain materials the same as any other builders. If granting of priorities was thrown wide open there would be so many applicants that granting them wouldn't mean a thing.

MR. J. S. POPE, Perth: Is any provision made for a veteran who wishes to turn his present home into a duplex?

MR. A. NELSON, Pembroke: Or modernize his home?

MR. CLAUSON: No. Another part of the Act provides for Home Improvement Loans but it is not yet in force, because of the general shortage of materials.

MAJOR GENERAL BURNS: What amount of money can be borrowed under the Home Extension Act and what are the terms of repayment?

MR. CLAUSON: Three to five thousand for the first unit created and three to five years to repay the loan.

CHAIRMAN REID: Contractors who co-operate with the Government and undertake to build from ten to fifty homes under the Integrated Housing Plan are given special priorities and more generous terms toward financing their undertakings than other builders because they agree (a) to build at a moderate fixed price which (b) permits them only a small profit per unit and (c) agree to give veterans first right to purchase the finished homes.

The homes must be reasonably close together and the materials must be on the job when building starts otherwise the contractor could not build the homes at the price insisted upon by the Government.

MR. W. J. HUGHES, Carleton Place: What is the minimum number a contractor may build in one community and what procedure must he follow to get started?

MR. CLAUSON: Ten is the laid down minimum but a smaller number will be considered to meet the special requirements of small communities. The procedure is as follows:

1. The contractor approaches the lending institution, i.e. any Insurance or Mortgage Company and submits three blue-prints of his master plan of the proposed sub-division and three copies of his building specifications.
2. The lending institution will obtain the normal appraisal report and forward it together with the master plans and specifications to the Central Mortgage and Housing Corporation who will then advise the lending institution of the tentative maximum sales price and amount of loan.
3. The final acceptance will be subject to a further submission by the building contractor to the lending institution of (a) A map of the community showing the location of the proposed building project, (b) A plan or survey of the sub-division showing the location of each house with lot and side yard dimensions, each home being designated by a lot number and type of house, (c) Approval of the plan by the municipal authorities and their statement that the houses are actually needed, (d) then the legal agreement between the Integrated Housing section of the Central Mortgage and Housing Corporation and the builder is drawn up, setting forth the sales price, the loan established, etc.

MR. W. J. HUGHES: What obligation would the community assume in such an enterprise? I refer to provision of water, roads, pavements, sewers, etc.

MR. R. G. CLAUSON: Under the Integrated Housing Plan the homes can be built anywhere either inside or outside the corporations. They can



be hooked up to available public services or they can be built with mechanical pumps and septic tanks. The only thing the Municipal Council is asked to do is study the plan, approve it and state there is an actual need for the number of houses involved in the plan.

MR. HUGHES: We have a need for houses, we have the areas for building available, but we must consider what the overall expense to the taxpayers will be if it is necessary to expand the water works, extend the sewers, build roads and provide increased facilities for education. Some communities have just about taxed their available facilities to the limits of their capacities; to approve the building of from ten to fifty additional new homes could easily cause an expenditure of public funds out of all proportion to the benefit a few families would receive from the increased housing accommodation.

MISS E. F. BROWN, Merrickville: We need houses but we have no water works or contractors. What must we do?

MR. CLAUSON: The first essential is to obtain a contractor who is willing to build under this plan.

CHAIRMAN REID: Where the need for housing is known to exist it is up to the Citizens' Committees to sell the Integrated Housing Plan to a contractor. It has everything to recommend it except that he is not permitted to make unreasonable profits. He is limited to \$350. over his estimated costs on a two bedroom house and \$500. on a four bedroom house. He is protected in his contract against increased costs of materials and labour.

MAJOR GENERAL BURNS: How many houses are under construction in Ottawa at the present time?

MR. CLAUSON: As of June 29th there were 1,680 in greater Ottawa.

MAJOR GENERAL BURNS: That is very interesting. We recently made a housing survey for veterans. Having obtained information from all available sources we mailed out 5,000 questionnaires to veterans who we know were registered at one place or another for housing. We wished to know how great was each individual's need. We asked the following questions:

- (a) Is there more than one person to a room?
- (b) Is rental in excess of 20% of income?
- (c) Do you share toilet and bathroom?
- (d) Do you share cooking facilities?

We only received 1,159 replies and of these we found that all four detrimental factors were present in only 6.2%, three factors in 23%, two factors in 28% and one factor in 20.8%. That adds up to 76%, so the other 24% who replied can be considered as being housed in reasonable

comfort. This survey would indicate that the need for housing is being greatly exaggerated because it shows only 1100 veteran families are in real need in Ottawa, while 1,600 new homes are the course of construction. I would suggest to all Citizens' Committees that they make a similar survey and find out exactly what the actual present needs are, how serious are the needs of individual families and how much the present building programme will alleviate the present condition within the next twelve months. Our survey also showed that 55% wanted to rent accommodation and could afford up to \$30 a month rent. Those who wanted to buy in the majority of cases could pay \$1000 down. This would indicate that lack of money is not the main cause for unsatisfactory housing.

In Canada we have always settled our housing problems by the operation of private enterprise. It is considered the individual's responsibility to provide housing for his family. It would appear that at the present time private enterprise is not providing sufficient houses at rents people can afford, or sufficient homes that people can afford to buy.

Those in the lower income brackets are being forced to pay more than they can afford or live in unsatisfactory surroundings. A thorough and careful community survey is necessary to establish the fact that private enterprise has actually fallen down and is not providing necessary suitable accommodation for all classes of the people. If this fact is made clear then Canada will have to do what Britain did after World War I and what the U. S. A. and many other countries did after this war. There will have to be government intervention and it will primarily be a municipal problem supported by the Provincial and Federal Governments. The recent statement by Mr. Howe can well be recalled. He said "The co-operation of all governments on all levels is essential in solving the housing problem satisfactorily".

CHAIRMAN REID: Thank you General Burns. Is there any delegate wishes to discuss rentals. I have a clipping here from the Montreal Star that says Housing Enterprises Limited will soon have rental apartments ready for 105 qualified veterans.

MR. CLAUSON: Housing Enterprises has not entered the building field in Ottawa principally because of lack of suitable land. They are building rental accommodation in Kingston and Brockville, however.

COLONEL P. J. PHILPOTT: I find many veterans in the lower income brackets have been forced to purchase homes at prices they cannot afford. Unless the State takes over the mortgages the veterans will lose their homes and their investments to the mortgage holders exactly the same as they did after the First World War. It is just about impossible to buy a home for less than \$6,000 or \$8,000 and the average citizen cannot afford more than \$4,000 or \$5,000 for a home. I feel we should stop building homes at present prices and concentrate on caring for the 50% to 60% of the population who need low rental accommodation.



CHAIRMAN REID: There is also the question of Emergency Shelter to discuss. I have a letter here forwarded by the Lieutenant Governor of Ontario. It is from a veteran who lives in a small community and claims there is a house vacant which would accommodate four families comfortably. He further claims it has been properly cared for although unoccupied for several years. I believe the Emergency Shelter Authorities have power to take over such buildings.

MR. CLAUSON: They have. That letter should be sent to head office. Citizens' Committees might well remember Emergency Shelter authorities have the power to make use of all unoccupied buildings suitable for housing accommodation.

MR. J. A. MACDONALD, Cornwall: In Cornwall the huts at the Training Centre are to be sold. I understand the City Council has tied up the deal. Could veterans needing building materials not get some preference? I would like to know to whom they should apply.

MR. CLAUSON: Emergency Shelter Administration can transfer such properties to where they are most required. I would consult them.

MR. F. H. BRODER, Morrisburg: What did the houses cost to build which rent in Ottawa for \$30.00 a month?

CHAIRMAN REID: The whole cost was taken care of by the Wartime Housing. The municipality has the option of buying the houses from the Federal Government for \$1,000 each at the end of ten years. The immediate construction does not affect the municipal tax rate.

MR. BRODER: The council is tied up for twenty years and dear knows what may happen in that time.

MISS E. F. BROWN, Merrickville: Is any assistance given to owners of properties who wish to convert them into living accommodation for veterans?

MR. CLAUSON: Yes. The Home Conversion Project under which the Government takes over the building and converts it into an apartment block.

MISS K. PAYEAU: Could the owner be forced to do that? We have the buildings but the owner wont apply.

MR. CLAUSON: No. The owner must apply, but if the building is unoccupied it can be taken over.

NOTE: Central Mortgage and Housing Corporation have prepared literature and pamphlets on most subjects discussed.

CHAIRMAN REID next asked Commander Taylor to introduce the subject of the Veterans Land Act. (See appendix for previous discussions.)

### **Veterans Land Act**

The only new point raised was the fact that the speaker admitted the V. L. A. had several warehouses in Lachine, Kingston and Smith Falls,

where building materials in short supply were being accumulated and stored for the purpose of helping out contractors who were building homes for veterans under the V. L. A. This led to a rather lengthy discussion as to how these materials were being allocated. Mr. Taylor explained that the allocation was usually done at the time the contractor submitted his agreement. He was required to state honestly what materials he had and what he was short of to complete the home in question. If V. L. A. had what he was short of they supplied the need in order to have the home completed in as short a time as possible.

MR. R. W. R. HUGHES, Perth: Why has there been delays covering several months before appraisers valued properties which veterans wished to buy?

MR. TAYLOR: We only took over this district from the Toronto Office last March. We took over a heavy backlog which had accumulated during the winter. We were short of good appraisers. The ones we had worked night and day and finally reached the point where not more than one month elapses between date of application and appraisal.

CHAIRMAN REID: It was proved at other conventions that most delays were the fault of the vendors and their solicitors rather than the V. L. A. I would ask that the delegates write Mr. Taylor regarding individual cases where delays appear to be unreasonable and he will examine the file and give the correct answer.

MR. CAMPBELL: Does the Veteran of both wars get priority under the V. L. A. over the veteran of this last war?

MR. TAYLOR: The actual need for accommodation is the great consideration in allocating V. L. A. homes.

COLONEL P. J. PHILPOTT: The fact is the V. L. A. administration does not as a rule look favourably on the application of older veterans. Your usual plan permits the veteran of this last war to pay off his mortgage in twenty-five years. The veteran over fifty is automatically disqualified because he must repay his mortgage in ten to fifteen years. The payments are so heavy they are more than the majority can afford. Actually you are not letting them in.

MR. TAYLOR: Oh yes we are—quite a few.

CHAIRMAN REID: It is correct to say exactly the same tests are applied to all veterans, i.e. their employability, their likely average income, their ability to fulfill their agreement with the government in the time stipulated. The V. L. A. is investing \$60,000,000. of public funds as mortgages in veterans' homes and there is a definite responsibility with the Director to recover that portion of the loan which is repayable.

COLONEL PHILPOTT: That is correct. If our older veterans were reasonably assured of steady employment they would have a good chance to qualify under V. L. A. As the vast majority have no such promise or likelihood of steady employment they are automatically barred.



**GENERAL BURNS:** My reactions are that the V. L. A. Small Holdings are considered by all concerned more from the viewpoint of a veterans' housing scheme rather than as a place upon which a veteran who suffers unemployment can help solve his financial difficulties by supplying his family with poultry, fresh eggs, fruits and vegetables from his garden, and perhaps earning the amount of his payments by selling his surplus produce to neighbours. Would Mr. Taylor explain the agricultural policy?

**MR. TAYLOR:** The minimum size of a small holding is half an acre. (Note: The minimum was changed to two acres shortly after this conference.) It can go as high as twenty or twenty-five acres. We don't interfere with the veteran once he is in occupation. He can do exactly what he likes with the land. Most veterans have hobbies and make some money out of their spare time. Nearly all cultivate large gardens.

There was one case in which we advanced \$6,000. on a property. The veteran spent another \$2,900. After the dream house was built a buyer came along and offered \$14,000. He couldn't resist and took the \$5,100 profit. Now he is back living in rooms.

**MR. J. A. MACDONALD:** I was under the impression that a veteran could not obtain a clear title from the V. L. A. under ten years in order to stop such speculative buying.

**MR. TAYLOR:** There is nothing to prevent a veteran obtaining a clear title at any time providing he pays the full amount of the loan still outstanding. He does not get away with paying just two-thirds like the man who lives on his property for ten years.

**MR. J. S. POPE, Perth:** Is it legal for a veteran on a small holding to engage in the tourist business?

**MR. TAYLOR:** Yes. The V. L. A. buys and sells him the small holding. If he wishes to use his own money to buy adjacent land or build cabins, etc., on his own land, that is his privilege. But remember, the V. L. A. does not buy tourist places for veterans nor do they finance the development of small holdings into tourist resorts, and if a veteran uses his own money to put up more buildings and improvements, the V. L. A. still holds title until the original agreement has been completed.

**MR. GEO. L. ROSSER:** This veteran who buys some acres, decides to build a home that costs \$8,900, borrows \$6,000 from V. L. A. and then sells out for \$14,000 opens up some rather interesting questions. He repays the loan in full, therefore he has actually received no benefits. How does he fit in should he apply for some other form of benefit, say Civil Re-establishment Credits?

**MAJOR GENERAL BURNS:** That would be for our Legal Department to decide.

Announcements followed regarding the plan to transport the delegates to the Rideau Health and Occupational Centre for lunch, following which the morning session adjourned at 12:15 p.m.

## TUESDAY AFTERNOON SESSION

### Personal Services to Veterans

CHAIRMAN REID: In discussing personal services, I would appreciate the fact if delegates would consider the following points when framing their questions:

- (a) Are there many family problems in your community and if so how are they dealt with.
- (b) To whom may veterans apply for business or vocational guidance within your community.
- (c) Have you special cases in which a veterans' re-establishment seems retarded or uncertain.
- (d) Other personal problems and community solutions.

MR. H. R. MOSSINGTON, Secretary, Rehabilitation Review Board, introduced the subject, as reported on pages 52 and 91. The only additional information was that there is a Benevolent Fund for former members of the Royal Canadian Signal Corps.

CHAIRMAN REID: The point to remember is this. We want to locate and try to help all cases of retarded rehabilitation now—not five years from now. I will ask Miss Payeau to open the discussion.

MISS K. PAYEAU, Merrickville: I am a teacher, and both Miss Brown and I know the background of the young men of our community. We know there are one or two while they are not exactly bad citizens, are just drifting along in a very lackadaisical manner, taking odd jobs, quitting, going fishing, etc. They just don't seem to want to assume their full responsibilities and that is a serious matter because in some cases these veterans are married men. Could D. V. A. not send out some official who could have a heart-to-heart talk with these young men and try to bring them to their senses?

COL. W. B. MEGLOUGHLIN: If the Citizens' Committees will provide me with as much information as possible regarding such problem or special cases I will draw the man's file and study the case carefully and then send a counsellor or team of counsellors out to interview those concerned. D.V.A. could very well work in close co-operation with the Department of Labour in such cases.

CHAIRMAN REID: I feel the Citizens' Committees in smaller communities should consider all veterans on Out of Work benefits as possible special cases needing individual help and assistance. Find out why they are out of work and if you cannot solve their problem consult the D. V. A.

MR. N. C. MALLOCH: Does the Special Cases Board deal with the veteran who finds it difficult to get along with the woman he married?

MR. MOSSINGTON: Yes, we even provide legal advice, but we do not pay legal fees.



MR. MALLOCH: If a veteran in training lost a hand would be be considered a "special case"?

MR. MOSSINGTON: Yes. To protect veteran students in case of accidents we consider them all as temporary Civil Servants.

### Social Service Directorate

GENERAL BURNS: The Social Service Directorate was authorized with the idea in view of meeting any and all veteran problems of a domestic or temporary nature which were somewhat outside the scope of the ordinary services outlined in the D. V. A. legislation. It is not intended to employ a large staff. Our intention is to direct the veteran to the correct existing social agency. It is primarily intended as a co-ordinating and referral agency to deal with difficult personal problems and will work in co-operation with the Rehabilitation Review Boards where they exist.

### Business Loans

GENERAL BURNS at this point mentioned the fact that legislation was pending regarding Government guaranteed loans to veterans for business and professional use. The Business and Professional Loans Act has passed the Committee stage and will shortly be made effective.

DR. C. V. VAN TAUSK, Prescott: I am not clear regarding how veterans in training are protected against loss of limbs or serious injury. They do not come under the Workmen's Compensation Act.

GENERAL BURNS: An amendment to the Veterans Rehabilitation Act which has received Government approval will make all veteran students temporary Government employees while undergoing training. We are pleased to report that we have had no serious accidents to deal with to date.

CHAIRMAN REID then asked Mr. Elliott to speak on "Special Cases".

MR. O. C. ELLIOTT, Chief Welfare Officer, D. V. A.: Up to July 1st this year, our objective was to service the immediate needs of the million men and women being demobilized from the Armed Services. By reason of "In-service Counselling" and D. V. A. counsellors, each had some objective in mind. It was our duty to help them reach their goal. Many have succeeded, many others are on their way to success. We must now turn our attention to those who have failed. They are to be our "special cases", our special concern until they also have been fitted into some useful niche and enabled to earn their own living.

It is difficult to define a special case because often a number of factors are responsible for preventing a man from realizing his ambitions. Each special case must receive individual study and attention and as a general rule once a certain course of action is decided upon the man himself must, by encouragement and firm but friendly direction be made to rehabilitate himself. That gives him the confidence to continue once he has obtained a toe-hold and is started toward his re-establishment.

CHAIRMAN REID: Thank you, Mr. Elliott. I will next call on Colonel Smith to introduce "Casualty Rehabilitation".

### **Casualty Rehabilitation**

COLONEL C. L. SMITH: Urged the Citizens' Committees to work in close co-operation with the Veterans' Officers and contribute to the Department's perpetual educational campaign directed to teaching the public that a veteran isn't or shouldn't be considered unemployable or a poor labour investment just because he suffered a service disability. There is no person absolutely normal. The overweight man or the very small man may not be suitable for many jobs but they can make a living for themselves and their families at others. Very few jobs require all a person's physical and mental abilities. The public must be educated to forget what a veteran has lost and think only of what he has left. Many disabled veterans are so appreciative of the fact they are gainfully employed that they are more loyal and conscientious than perfectly normal employees. (See index for other reports and discussions.)

CHAIRMAN REID: It must also be remembered that only 10% of the 25,000 service disability cases are visibly disabled; 90% are cardiacs, men with bronchial conditions, stomach or other organic diseases.

### **Changes in the Pension Act**

CAPTAIN BRIAN SIMPSON, Assistant Secretary, Canadian Pensions Commission: Briefly, the return to the Insurance Principle means that every person or the dependents of such person who was killed or received injuries while serving in the Armed Forces is taken care of and a means test is not necessary.

Men or women who had a pre-war condition aggravated during service usually receive a 2/5th or 3/5th aggravation award which means they receive 2/5th or 3/5th of what they would have been given had the injury or disease been ruled as due to service. Ex-service personnel who have been awarded pensions for aggravation receive exactly the same medical consideration and hospital privileges as a full pensioner. Dependents of ex-service women are entitled to pension but not their widowers.

The return to the Insurance Principle has caused the Pension Commission to review 18,000 cases. Over eight hundred widows have been placed on pension who were barred until the Act was changed. Canada now has the most generous pension legislation in the whole world and an Act with the broadest coverage.

The Pension Act as now amended covers all those who served in the Mercantile Marine, salt water fishermen, auxiliary service personnel, Fire Fighters, R.C.M.P., Y.M.C.A., Canadian Legion, Knights of Columbus and all others who served so faithfully overseas during the war years. The C. P. C. has also taken over from the British Government the payment of cash bonuses which go with 2,225 awards for gallantry made during the two world wars. Those who won the Victoria Cross and the Conspicuous Gallantry Medal both receive annuities.



MR. PICKERING, Ottawa: To what extent does a pre-enlistment condition affect pension assessment, if the man was passed A-1 when he enlisted and did not know the condition existed?

CAPTAIN SIMPSON: It would have no adverse affect unless it was proven that the pre-war disability was wilfully concealed. That means the condition must have been diagnosed and treated prior to the man's enlistment.

MR. PICKERING: If a man enlists and has good service and then the doctors find he is suffering from arthritis they often rule it as of pre-war origin, yet there was no indication that he had it when he enlisted. The medical examinations at the time of his enlistment showed no evidence of an arthritic condition. Where does that man get off?

CAPTAIN SIMPSON: If in hospital the man admitted he had rheumatic fever when a child, that would technically constitute "willful concealment". He would only be granted an aggravation.

MR. A. NELSON, Pembroke: I know a veteran of World War I, who was accepted at A-1 and served for four years in this last war. He was discharged for medical reasons and awarded one-fifth aggravation. He will receive a cheque for \$25.00 at some future date.

CAPTAIN SIMPSON: Assessments below 5% are paid off with a gratuity from \$25.00 up to \$100.00.

CHAIRMAN REID: But he would still be fully entitled to any medical treatment or hospital care he might need for that condition as long as he lived.

CAPTAIN PAUL CROSS: I think the importance of the treatment that goes with entitlement to pension should be emphasized. Even if the original award is very small the pensioner is fully entitled to free hospital treatment with pay and allowances for any condition **for which entitlement has been granted**. For instance, a man may have been granted three-fifths entitlement for aggravation of three different conditions, bronchitis, arthritis and diabetes. He may only be assessed three-fifths of 60%, or 36%, but he will receive free medical treatment for any or all of those conditions and if he became 100% disabled his pension would be increased to 60%. He is also entitled to free artificial limbs, appliances, etc. The entitlement to treatment is to my mind a lot more important than the actual amount of pension received.

CAPTAIN SIMPSON: When a veteran is advised of his pension award he is also sent a leaflet explaining treatment regulations and facilities.

COLONEL SMITH: Pension is compensation for a physical disability received due to service and as such we don't consider the amount of pension an individual receives when trying to place him in employment. An employer is not to offer a pensioner a job at less money than the recognized standard rate.

## WOMEN'S REHABILITATION

MRS. EDNA M. WHINNEY, Chief Women's Counsellor, D. V. A.: Based on observations in this district only, the following general trends have been revealed:

1. Few women seek re-instatement in former employment.
2. Women who performed domestic duties in the Service tend to seek training in new occupations.
3. A large number of girls from other parts of Canada, who served in Ottawa, have grown to like our city and plan to seek employment here.
4. There is no unemployment problem. The only women workers who are difficult to please are the General Clerks who are not qualified typists or stenographers.
5. Stenographers are in great demand both in Government and commercial offices.
6. Return to civilian life of officers and senior N.C.O.'s may be difficult. They have become accustomed to wielding authority, and many staff officers were frequently consulted on matters of policy. The prospect of returning to civilian employment where they may be relegated to comparatively unimportant duties, will present a problem of readjustment.
7. Women with artistic talent who seek careers in music, dancing, dress design, interior decorating, fabric design and commercial art are hampered by limited training facilities and particularly small employment fields in Canada.
8. Only a small percentage are interested in establishing their own business, or in the Veterans' Land Act.

### Counselling Procedure

Our counselling procedure includes study of service documents, and the recommendations and conclusions of the In-service Counsellors; arranging outside interviews; recommending and arranging mental tests. The procedure is finalized in one of two choices, (a) recommendation training, or (b) placement in suitable and satisfactory employment.

Our duties are best illustrated by telling the stories of two women veterans, one straightforward case, and one more complicated:

#### Case No. 1

An R.C.A.F. Messing Officer applies for post-graduate training at Columbia University, New York City, to become Master of Arts in Home Economics and Administration.

Age: 28 years.

Education: B.Sc. in Household Economics.



Pre-enlistment experience: 1 yr. as student dietitian in a hospital, six months as dietitian in a department store restaurant.

Service experience: Messing Officer. Promoted to rank of Flight Officer. Outstanding service and personality. About to be demobilized.

Applicant presents acceptance from Columbia University, and wishes to complete arrangements for D. V. A. training benefits before doing on discharge leave. Was asked to produce a letter from a Canadian University confirming that no course is available in Canada leading to M.A. in Home Economics,—also letter of recommendation from Senior Messing Officer. Upon receiving these papers, recommendation for training is prepared and passed to the male Counsellor who is responsible for all applications for training outside Canada. He submits application to H.O. for approval. Veteran is then supplied with required "Letter of Certification of Support" to enable her to obtain American visa for her passport.

### Case No. 2

Veteran consulted us about training as a Practical Nurse.

Age: 36 yrs.      Education: Jr. Matriculation and Licentiate of Music at 17 yrs.

Pre-enlistment experience: 9 yrs. as music teacher, assisting her mother, 18 mos. training as registered nurse, discontinued because of nervous breakdown. Four years as practical nurse at numerous hospitals.

Service Experience: 1 year service as Sick Berth Attendant in Wrens. Discharged "unsuitable" because of nervous breakdown. Psychiatrist's report made at time of discharge, confirmed a neurosis largely due to insecurity. Mother, father and grandparent who lived with the family, all died within a few months of each other. Only brother left home and there was no close contact.

Post-discharge employment: A summer fruit picking on a friend's farm. A few weeks' demonstrating and selling sheet music in a chain store, replacing a girl on holidays. Six months clerk in Civil Service.

Veteran was told that she was already a qualified practical nurse, but that a refresher course could be arranged if necessary. It was suggested that she might take temporary employment as a practical nurse as a test of her suitability and interest. Practical nursing was found too strenuous and veteran returned to apply for training in Stenography.

Before deciding on a course of training, the D. V. A. psychiatrist was consulted. He pointed out that application for training was made as a further search for security, and that there was no guarantee of success.

Veteran was counselled at length on four occasions before training was recommended. Possibilities of piano teaching, clerical work and practical nursing were all investigated. Counsellor visited employer in music store where veteran had demonstrated music, and personally investigated possible employment in the music department of another store. It appeared obvious that applicant required a further skill before there could be any assurance of employment.

A recommendation was prepared for the Training Board, for an eight months' course in Stenography at a Canadian Vocational Training School, on the following grounds:

- (1) That veteran would be happiest and most efficient in a routine job which would allow some scope for her imaginative talents;
- (2) Her skill as a pianist would assist her in learning typing;
- (3) Additional skills would promote self-confidence.
- (4) Applicant was obviously conscientious and sincere, although immature for her years.

Veteran commenced training three months ago. Since that time she has consulted her counsellor on four occasions regarding personal problems. The District Office Legal Adviser was asked to advise regarding payment of an old debt contracted by veteran's deceased father, which she had been attempting to pay off for ten years at \$10. per month.

Veteran was informed she had no legal responsibility. She was referred to the R. C. N. Benevolent Fund for assistance in paying off a small bank loan she had contracted in an effort to keep up with payments. Counsellor being a member of the Claims Committee, her recommendation was accepted in lieu of investigation by a welfare organization, and a grant was made.

Veteran is doing exceptionally well in typing, and it is hoped that training will lead to successful placement and a sense of security. A social outlet for her musical talents will be sought through the Wrens' Association, H.M.C.S. Carleton Division.

An important feature of occupation counselling is that the ex-service women herself must make the final decision about her future. We never influence a veteran towards a particular type of employment or training. It is our job to give all the information possible to enable her to make her own decision.

### **Follow-up**

An important part of our duties is follow-up work. It is planned to form a complete picture of the re-establishment of women veterans in the



area. All In-service Counsellor's reports are routed to the women counsellors, and if after a period of six weeks the veteran does not get in touch with us, a telephone call is made or a personal letter addressed to her, telling her about the service we offer and inviting the veteran to let us know how she is getting along. If she lives outside Ottawa, she is advised to contact her Veterans' Officer and to see a travelling counsellor. This survey has revealed that the majority of girls who do not visit us have become happily settled, but in every case our interest is appreciated.

### Conclusion

There appears to be a striking need in Ottawa for residential clubs for young women, and for bachelor flats with house-keeping facilities but also including restaurant and club rooms. It may be that some members of the Ottawa Citizens' Rehabilitation Committee can bring influence to bear toward eventually building this type of accommodation which is badly needed for both ex-service women and civilians.

We should be delighted to have a visit by any of the delegates to the Women's Section D. V. A. and would welcome any suggestions whereby we might co-operate.

CHAIRMAN REID: Mrs. Arrell at the Hamilton Conference (see pages 94-95) stated there had been a steady increase in the number of ex-service women who applied for benefits or training since the Women's Rehabilitation Department had become active last April. What is your experience, Mrs. Whinney?

MRS. WHINNEY: We had a tremendous increase of applications in June and July. It would seem that many ex-service women did not realize that they could apply for training for a year after discharge or one year after the official date upon which hostilities are considered to have ended. No person is barred as yet. This fact should be given the widest possible publicity.

CAPTAIN PAUL CROSS: That is providing they haven't used their Re-establishment Credits for some other purpose, but if they have they could still qualify for training by paying back the amount of credit used.

MISS SIMONS: Captain Simpson referred to Auxiliary Services—fire fighters, etc., as now being protected by the amended Pension Act. Are the Red Cross and St. John's Ambulance Workers who served overseas included?

CAPTAIN SIMPSON: That matter is still under consideration by the Parliamentary Committee.

CHAIRMAN REID: I think, Mrs. Whinney, the subject has been adequately covered. For the information of the Committees I believe the D. V. A. actually requires ninety-eight dietitians at the present time.

## Veteran Priorities on Goods

CHAIRMAN REID: Mr. W. Gray Masson, Supervisor, Wartime Prices and Trade Board for Ottawa will introduce the subject of "Priorities for Veterans".

MR. MASSON: A veteran wishing to start up in business must first apply for and obtain a W. P. T. B. license. He applies to his nearest W. P. T. B. office. The license officer will explain all the rules and regulations covering the business in which the applicant is interested. He will also explain the difficulties likely to be encountered in obtaining supplies of materials or merchandise. While the policy is to give veterans preference, it is entirely up to the veteran himself to locate his source of supplies. If the business sells rationed commodities such as butter, sugar, preserves, etc., he must apply to the local ration office for a quota of purchaser's coupons and he cannot obtain that purchaser's voucher until he has obtained the W. P. T. B. license.

If a veteran is going to operate a restaurant, or hot-dog stand, then he only has to prove his need to obtain a W.P.T.B. license, but if he is going to use rationed commodities in a manufacturing process then he must obtain a permit from the official who has been appointed administrator for that particular commodity. The issuance of such a license will depend on whether or not the neighbourhood in which he intends to start business actually needs an increased supply of the goods he intends to make from rationed commodities. For instance, a veteran couldn't start in the candy business unless the Sugar Administrator considered the community actually needed extra supplies.

Veterans intending to go into the Service Business, such as radio, automobile and electrical repair work, when applying for a license must, in addition to proving their qualifications, submit a form showing the prices they intend to charge for such services. They must conform to the ceiling, or if there is no ceiling they must maintain a reasonable and just charge.

Our field officers will be pleased to supply all detailed information. Under the Board's distribution policy they have an "A" schedule on 100% quota basis and a "B" schedule under which a "supplier" has 20% of his supplies available for "free trading". Every supplier in Canada has been advised that as large a share as possible of that 20% is to go to veterans starting into business for themselves.

## Medical Treatment

The ground covered at previous conferences was again gone over by Dr. Pedley.

(See index under Medical Treatment).

MRS. WHINNEY: Who authorizes "Treatment Allowances"?

DR. W. H. PEDLEY: The Medical Administrator.



MR. P. FALCONER, Ottawa: If a man is pensioned for stomach ulcers and an operation is performed, how does that effect his pension?

CAPTAIN SIMPSON: If the operation removed the ulcer and cured the condition the pension would stop.

MR. F. MAY, Arnprior: But half his stomach may have been removed.

CAPTAIN SIMPSON: All disabilities are assessed on a percentage basis. If no disability remains he cannot receive pension. If a man has only half a stomach he obviously has a disability.

CHAIRMAN REID: I would like to emphasize the importance of local doctors keeping detailed and accurate records of all treatment they give ex-service men. Such early records may determine whether or not a man whose ailment becomes chronic in time is entitled to Departmental Medical Care and Pension.

Captain Paul Cross, Dr. W. H. Ballantyne and Mr. J. J. Richardson then said a few words, and the Chairman declared the Ottawa Conference closed.

### KINGSTON CONFERENCE

The Conference was held in the LaSalle Hotel, July 30th and 31st, 1946. Mr. C. C. Wyatt, District Administrator, Department of Veterans Affairs, called the meeting to order at 9:25 a.m.

He briefly told how "T" District had been organized in November, 1945. He apologized for any delays or mistakes which may have occurred during the organization period, explaining how very inadequately housed and under staffed they had been at the beginning. He gave credit to veterans themselves who had worked hard and efficiently to bring order out of chaos, until at last they were able to handle the work that materialized from 80,000 files. Mr. Wyatt said that only 10% of the veterans in "T" district had used their "Credits" amounting to \$1,250,000, which indicated there was still nearly eleven million dollars to be expended.

Mayor Stewart Crawford was then introduced and welcomed the delegates and officials. Mr. D. H. Marshall, District Superintendent of Rehabilitation then spoke on Veterans Affairs and Community Organization (see pages 1 to 8) and Mr. Wiseman, Supervisor of Training outlined "How Citizens' Committees can assist in Veteran Training" (see page 128). He mentioned that over 2,000 veterans would be attending Queens University and that 1,000 others were taking Vocational Training in "T" District. One Counsellor was permanently attached to the C. V. T. school at Brockville while two others travelled over the area between Kingston and Cobourg, and another would cover the area between Cobourg and the northern part of the district, in addition to one female counsellor at Kingston.

MR. WISEMAN then continued with the following remarks:

## Institutional Educational Training

"Educational training was started for veterans in hospitals on February 6th under the tuition of a full time Institutional Counsellor. In Kingston 63 out of 213 patients took Canadian Legion Educational Courses, and in Peterborough 56 out of 167 took these courses. In Kingston three took university courses, and in Peterborough one. There have been no failures to date. Three patients had obtained 1st Class Honours and one 2nd Class Honours.

The courses being taken range from Economics and Calculus on the University level to Motor Mechanics, Shorthand and Soils and Field Crops. One course in Electronics is being successfully handled by a Kingston patient, while another in Peterboro Hospital is doing very well in a Commercial Art Course through I. C. S.

Through the kindness of Mr. E. C. Kyte, University Librarian, permission has been received by the Education Officer to draw books for any veteran in hospital from the Douglas Library at the University in technical and non-fictional subjects. Through his courtesy, 250,000 reference volumes have been made available to veterans of the Kingston Hospital. A blanket membership for all veterans in hospital has also been obtained at the Kingston Public Library through the kindness of Mrs. Kennedy the City Librarian.

Reluctance on the part of outside instructors to enter T.B. wards in the hospitals has led to development of a system of inter-ward tutoring, i.e. the patients instruct each other. The patient taking Grade VIII Arithmetic is assisted by another patient who was a qualified Public School teacher on Civvy Street. The embryonic book-keeper is guided and directed in his studies by a former bank accountant. With the co-operation of the medical and nursing staffs of the hospitals, no difficulties have been experienced in arranging these instructional "get togethers".

Under the leadership of the O. T. Department at Kingston, a hospital newspaper has been published for five months with outstanding success. The staff is comprised of patients who were formerly newspaper men, or men and women who are contemplating journalism as a possible career.

A camera club has also been formed at Kingston and a dark-room established for printing and development. Meetings are held weekly and an experienced photographer is giving instruction to budding commercial photographers.

Through kindness of H. Q. M. D. 3, five practice telegraph and wireless sets have been obtained and patients interested in commercial telegraphy as a profession are busy taking instruction while in bed from a fellow-patient, an ex-W.O.1, R.C.C.S., who is also "keeping his hand in!"

The results of examinations at Queen's University at the end of the last regular session showed veteran students were standing slightly higher than regular students. In the Faculty of Arts 85% of those attending the



last regular session are eligible for further assistance, depending upon supplementals; in the Faculties of Science, 80%, and in the Faculty of Medicine it is 88%. Ninety-five percent of the scholarships were won by veteran students. One student won a British Council Scholarship in Hull, England. Of those who failed, 31 reside in this district and are being contacted to ascertain whether or not they are interested in additional training along vocational lines.

It is hoped that with the co-operation of the University we will be able to conduct tests prior to the student entering the University and thus cut down the percentage of failures in future to a minimum. In this connection the advice of individual members of Citizens' Committees may be a factor in determining whether or not a veteran applicant should be recommended for a higher type of learning in a particular field.

There have been several instances where, after six months, the veteran has decided that he is not suited for the training in which he is engaged. The existing regulations do not permit him to have sufficient training along another line to complete his re-establishment in civil life. It would be ideal, if, in every borderline case of training, the veteran before starting his course could have a chat with a member of the Citizens' Committee qualified in the particular vocation in which he wishes to train or if the Committee could put him in touch with a person qualified to advise him.

Veterans' Officers to whom veterans apply for training might be provided with a list of business and professional men in the community who are willing to give expert advice. (See page 68.) Such advisors should bear in mind primarily the needs of the profession in order that the veteran may be permanently employed on completion of training. The rehabilitation program, however, is broad enough to take care of these trainees and one who finds himself, after three to six months, in such a position, may change his training program from University to Vocational, or from one profession to another, provided he has sufficient service and Credits to cover the training period.

Citizens' Committees may be of more assistance to the Veterans' Officer and to this Department in connection with Vocational Training than in University Training, as the need for tradesmen in the community is better known. For example, the officials of the Kingston Ship-Building Company have advised us that it would be folly to train more welders as this type of trade in the Kingston area has reached the saturation point.

### Changes in Training Legislation

A number of changes have occurred in legislation during the past year. (1) Extension of training allowances to allied veterans domiciled in Canada at the time of enlistment. Head Office has been very broad in interpreting "domiciled in Canada at the time of enlistment". Recently they ruled that a Kingston veteran who left here in 1937 and who enlisted immediately in the R. A. F. was entitled to all the benefits of the rehabilitation program from September 10, 1939. (2) Additional vocational

training has been granted up to a total of twelve months after failure in university training. That is, a student who has attended a full academic year (approximately six months) at a university and who has failed to the extent that he is not permitted to continue even under university regulations, may elect to take some form of vocational training provided the total number of months of training does not exceed twelve months. Thus, a veteran in this category may take a six months' course in one of the designated trades which will give him two years apprenticeship clear, bring him up to the standing of a 3-year man. (3) Wider powers were given to the District Supervisors of Training regarding Post Graduate training, that is, straight forward cases of Post Graduate training may be granted by the District Rehabilitation Board on the recommendation of the Supervisor of Training. (4) While the Veterans' Rehabilitation Act laid down that application must be made within fifteen months after discharge, District Supervisors of Training now have the power to grant deferment of such training for any good reason. (5) The first year of the university course is now considered to be a probationary year so that if a veteran finds himself in the wrong faculty or finds he cannot absorb training at a high level, he may change to some other form of university or vocational training providing he has the length of service to complete it. (6) Where a man has been approved for training and it has been found that his interests do not lie in the profession in which he is training, he may, after consulting with the University and the D. V. A. change to training in another profession provided the length of training is not increased.

Good public relations: (1) a reporter should be at all Citizens' Committee meetings so that the work being done is widely publicized. This has already been stressed by Mr. Reid. (2) the Canadian rehabilitation programme is undoubtedly the best in the world as evidenced by the chart on the wall and should be widely publicized. (3) a survey of training-on-the-job opportunities might be made in order for us to cut down on waiting lists. In Montreal this was undertaken by the Rotary Club and each member was pledged to secure one training-on-the-job opportunity. (4) as already suggested in the first part of my address, specialists or experts in each vocation or profession might be contacted with a view to having their services made available to veterans electing to take training along these lines. (5) an extensive follow-up system has been initiated to follow-up

- (a) All veterans who indicate on the W.D. 12 an interest in training.
- (b) Those who from their W.D. 12 would appear to need training to re-establish themselves.
- (c) Those who have discontinued training without sufficient reason.
- (d) Those who have completed training.

Personal letters are written to all the above and if a reply is not received within a reasonable time, a second letter is written as we wish to know whether or not these veterans are re-established in order that their files may be closed.



It is thought that close co-operation between Citizens' Committees and this office should be maintained and that where we cannot obtain the information ourselves a follow-up sub-committee of the Citizens' Committee might contact the veteran personally.

I have made mention from time to time of the Veterans' Officers. I do not know how we would get along without these men and I would like to stress the importance of Citizens' Committees giving them their utmost support. Veterans' Officers were never intended to be Counsellors and are certainly not paid as such. How they have managed to handle the number of veterans in the local offices has amazed me and I wish to express the appreciation of the Department for the excellent work they have done.

### **"Training Opportunities"**

I have been asked to say something about the training opportunities in the district. There has been set up by Canadian Vocational Training of the Provincial Department of Education a Tutorial School for Grade 12 and 13 subjects at Kingston, the capacity of which is approximately 160. The future of this school after the first of September and its continuance will depend upon the number of applicants for this type of training. If this school closes, there is a larger school of the same nature at Brockville where it is intended to send all trainees in this district. In addition to these specially set up schools, all business colleges in the area have been approved and for higher education, there is, of course, Queen's University. To satisfy local needs it is possible to set up small private schools such as the bricklaying school in Peterboro which was sponsored by the Eastwood Construction Company. The bricklayer employment situation in Peterboro became so acute that Mr. Eastwood asked the permission of C. V. T. and D. V. A. to have a small school in bricklaying approved and we were only too pleased to grant such a request. This may have set a precedent for other towns or cities which may find themselves in the same situation.

There has been some criticism of this Department for its policy with regard to old established business schools. I should like to point out that, under the B. N. A. Act, the Federal Government is not allowed to implement training and it is therefore necessary for us to depend upon the Provincial Governments to train any veteran who has been approved by the local Board. Large sums of money have been turned over to the Provincial Government to establish training institutions where veterans may receive accelerated training. The very best brains and equipment are available in these institutions and courses may be completed in a considerably shorter time than in local schools and at a much less cost to the veteran, as there is no tuition fee charged to his re-establishment credit. Business courses can be taken in from one to three months less time, and at the tutorial schools, senior matriculation may be obtained from junior matriculation level in approximately four months; thus a veteran discharged from the Army today and lacking a few subjects of the senior matriculation could complete University entrance requirements by this fall, enabling him to save an entire year. The policy of this Department and of the Provincial

Government is that single men wishing to take commercial training must train at one of these institutions, regardless of where it is located, or he will lose priority. Married veterans who insist on attending local business colleges may do so.

REV. JOHN L. HODGSON, Peterboro: I have listened to Mr. Wiseman with great interest. I agree there should be the closest possible contact and co-operation between the Citizens' Committees and officials of the D. V. A. The Citizens' Committee in Peterboro has a paid staff and we function. We are on the job every day and most evenings, but I must admit I have never seen a D. V. A. Counsellor in Peterboro. I have never had even a phone call. I wouldn't know the Counsellor if I met him on the street. With other Departments of Veterans Affairs our contact has developed into good fellowship and real friendship. I hope Mr. Wiseman will accept what I say as constructive criticism.

Then there was another case. We needed an assistant in our Citizens' Rehabilitation Committee office. Wishing to practice what we preached to other employers of labour in this district we looked around and located an ex-R.C.A.F. man who was recently discharged from hospital with 80% pension. He was taking a course at the Peterboro Business College and was very highly recommended. We decided we could pay him a decent salary and arrange his hours so he could finish the course he had started. This seemed a very simple and satisfactory arrangement all around. Then in order to comply with other requests from D. V. A. officials we sent the R. C. A. F. veteran to report to the N. E. S. Casualty Placement Officer and D. V. A. official who had authorized his business course, so that everyone concerned would know exactly what had been done and why. Much to my annoyance the veteran came back very disappointed and told me that much as he wished to accept the offered employment and continue his course the D. V. A. had told him it couldn't be done. I was so exasperated I took the matter up with Ottawa. After two months or so we received a reply saying we could carry out the original arrangement. What I say is not intended as destructive criticism but it certainly shows the need for greater co-operation between different departments of D. V. A. and the Citizens' Rehabilitation Committees.

CHAIRMAN REID: I am quite sure a system can be worked out under which closer co-operation will result.

GROUP CAPT. W. E. BAKER, Cobourg: I have gained the impression that the Veterans' Officers, particularly in the smaller communities feel they can do all that is necessary regarding the rehabilitation of local veterans with the result that cases requiring "job-training" and "job-finding" rarely come to the attention of the Citizens' Committees. To date I know of very few cases in which our Citizens' Committee has been asked to help any D. V. A. official.

CHAIRMAN REID: The Veterans Officers would do well to remember that their efforts are buttressed and supported and obtain the goodwill of the business men in the community due to the influence of the Citizens' Committees.



MR. T. STOTHERS, Brighton: The D. V. A. Counsellor not only visits Brighton but he uses my office and lets us know when he will be back. In our community the liaison between the D. V. A. and C. R. C. is good. The only comment I wish to make is that I think the territory is too big and the individual officials carry too many files. Our Committee locates our local veterans and has a panel of experts advise them, but I think more important still is the need of educating the citizens to the necessity of continuing their goodwill and assisting our veterans in every manner possible.

MR. W. STAVELEY, Trenton: Two veterans who operate a machinists' tool shop came to me asking if I could supply them with two boys from high school to start as apprentices. I suggested they apply for veterans they claimed a veteran simply wanted to learn the trade and would not do under the "training-on-the-job" plan. They weren't interested because any odd jobs around the shop, sweep floors or clean up. I would like to hear comment on that attitude.

DR. G. V. VAN TAUSK, Prescott: What Mr. Stavely has exposed is a case where an employer would, if he could, exploit cheap veteran labour. Instead of training the veterans they would employ them sweeping the floors, running across to the vendors, or even minding the baby. That is what D. V. A. is determined won't happen. If we can't place a veteran in "training-on-the-job" with a reliable firm we will train him in the Institutes where he will graduate as a third year apprentice and be entitled by law to receive at least 50% of a journeyman's wages.

CHAIRMAN REID: There is no reason why a veteran "training-on-the-job" shouldn't sweep the floor providing he is also being given good all round training for the job for which he ultimately intends to qualify. The primary objective in all "training-on-the-job" is that the veteran in training will at the end of the training period be given a permanent position with the firm who trained him, at the standard rates of pay or better.

MR. R. I. MOORE, Lindsay: I heard reference made to thirty-one veterans who had failed in their training courses. Nothing was said as to what steps had been taken to fit them into their proper niche or to try and complete their rehabilitation. I think Mr. Wiseman should send the names and pertinent information regarding each so called failure to the Citizens' Committee of the community in which he resides and give them the opportunity of trying to bring about his re-establishment. If D. V. A. doesn't keep the Citizens' Committees informed regarding all such cases there is not much we can do to co-operate.

MR. WISEMAN: I will be glad to do as suggested.

MAJOR C. FLINT: One other point. Many people seem to forget that any and all veterans are entitled to training benefits who have not used their credits for some other purpose and that they may apply for training up to twelve months after their discharge or twelve months after hostilities

cease. As no date has been set, as yet, for the official termination of hostilities, no veteran is barred from making application for training.

NOTE: Since the conferences concluded, December 31st, 1946, has been officially set as the date on which hostilities cease in World War Two. Therefore the time limit which states "applications may be made until so many months or years after hostilities cease" is now effective.

Recess.

### Provincial Period

MR. J. J. RICHARDSON in the Chair: Dr. Van Tausk has brought here a very elaborate display which shows what the students at the Prescott Training Institute are actually doing. I recommend that you all view this exhibit before you leave. Colonel Finley has something of interest to tell you.

COL. M. C. FINLEY: I wish to point out that the booklet "The Veterans Stepping Stones for Future Security" was produced and printed in the Graphic Arts School, 50 Gould St., Toronto, under the auspices of the Ontario Rehabilitation Committee. It really tells all that needs to be told regarding the courses and facilities made available under the C. V. T. system of training veterans for re-establishment. Copies of the booklet can be obtained from Mr. Richardson and the only comment I wish to make is to point out that the educational standards mentioned in the book as being necessary to qualify for training do not apply as far as veterans are concerned. When interviewing a veteran who wishes to take a C. V. T. course we consider his pre-war employment record, his in-services trades experience and his general acquired knowledge as well as his educational standing when he left school. We definitely do not turn down a veteran's application for C. V. T. simply because he didn't reach the educational standard set forth in the book.

Mr. W. H. Barnes, Kingston, next spoke on

### "Training on the Job"

(See index for previous reports.)

MR. J. P. WILLIAMS, Picton, asked how it was that a veteran apprenticed to an employer in Kingston was not eligible to receive the subsidized rate of pay as authorized under the T. O. J. plan, when his employer only paid him thirty cents per hour.

MR. W. H. BARNES: That veteran is learning a designated trade. The Ontario Apprenticeship Board made a ruling that no person learning a designated trade may be subsidized before he has two years apprenticeship experience. In order to qualify for Training on the Job subsidized pay all veterans without previous experience must take a C. V. T. course in one of the training institutes. Then when they graduate after six months they are given the official status as starting 3rd year apprentice and as such they can take "Training on the Job" or go to an employer in the building



industry and demand at least half a journeyman's rate of wages. So far we have not had a case in which a graduate from C. V. T. did not receive more than the minimum wage required to be paid by law. That fact in itself is a tribute from employers as to the kind of training our veterans receive during the courses.

MR. E. G. MODEN, Brockville: I have observed there is a certain amount of apprehension amongst the veterans taking courses regarding employment possibilities upon graduation. Could the authorities not do something to relieve their worries?

DR. G. V. VAN TAUSK: It is the responsibility of the Ontario Apprenticeship Board to place all graduates learning the designated trades with suitable employers so they may finish their apprenticeship. If there is any difficulty they can call on the D. V. A., the C. V. T. fieldman and the N. E. S. to help find a suitable employer. The Citizens' Committees can also be of great assistance should the need arise.

NOTE: Dr. Van Tausk next reviewed facilities for C. V. T., as reported at previous conferences, see index under C. V. T.

There was considerable discussion regarding Dr. Van Tausk's exhibit of veterans' work. Suggestions were made that it should be taken to the various centres of population to show how our veterans progressed under C. V. T. The question was finally left in the hands of D. V. A. to decide. Captain Paul Cross, Regional Administrator for Eastern Canada said it might be a good start to put an exhibit such as Dr. Van Tausk's in each Veteran Rehabilitation Centre, and promised to give the matter further consideration.

MR. E. H. LIDDLE, Belleville: What document is given a veteran upon graduation to prove to a prospective employer his actual qualifications?

DR. VAN TAUSK: They receive a certificate and stamped on the back is their apprenticeship standing. That endorsement could be "Apprenticeship standing 3rd, 4th or 5th year" as the training and previous experience would justify.

Session adjourned 12:20 p.m.

## **TUESDAY AFTERNOON SESSION—KINGSTON**

CHAIRMAN E. B. REID asked Major C. Flint, Supervisor of Veterans Placement for Ontario to introduce the subject of "Employment". (See addresses given at previous conferences, pages 4, 15 and 18.) The general discussion followed:

REV. JOHN L. HODGSON, Peterboro: The representatives of N. E. S. are the most faithful members of our Committee. We have very few problems as far as employment is concerned. I hope that situation will continue. I can't pay too high a tribute to the panel of business and professional men who act as our advisors. We use them every day. They represent every business, profession and creed, as well as all educational and social agencies in the community.

CHAIRMAN REID: I must ask all delegates to co-operate fully with N. E. S. By this I mean consult N. E. S. before placing a man and let them know the circumstances. The reason is this, properly patronized and supported by both employers and labour, N. E. S. would act as a clearing house. If a Citizens' Committee places a veteran in a good job without first checking with N. E. S. it could quite easily happen that the man they placed was single and recently discharged, while N. E. S. had a married veteran with four children who had been registered with them and waiting for just such a job for six months. We must remember N. E. S. is not a job finding organization. It is one of the functions of the C. R. C.'s to find and even create jobs if possible and then talk over with N. E. S. which of the veterans available and qualified to fill the vacancy needs the job most.

COLONEL TOSLAND: Thank you, Mr. Reid. The situation referred to by Dr. Van Tausk could not exist if the advice you have just given was heeded. (Note: Dr. Van Tausk in his talk on C. V. T. stated he had been told there were no jobs available for sheet-metal workers and he had been able to place 12 between Brockville and Montreal.)

One other point I wish to call to the attention of the delegates. We have many veterans who registered with N. E. S. who took temporary employment rather than unemployment benefits while waiting for an opportunity to open up in their own trade or vocation. Those men deserve every credit and consideration. It is the duty of all concerned to work together toward their permanent re-establishment.

COLONEL R. I. MOORE, Lindsay, Ont.: We have a boom on now but I think it would be wise for veterans to conserve their credits or only use them to the best advantage.

CHAIRMAN REID: I feel that the veteran who spends his credit of from \$250 to \$600 learning a skill will be better off in the long run than the veteran who, holding a temporary job as an unskilled labourer at high wages now, spends his credit on furniture or such like. When conditions return to normal the veteran with a skill will earn from \$35 to \$45 a week and be the last to be laid off while the unskilled labourer will be among the first to be laid off.

MR. E. G. MODEN, Brockville, Ont.: I think our Citizens' Rehabilitation Committee has done a good job. We have all the business men with us. At the worst period we had 140 veterans drawing out of work benefits. Today we have only three. We studied the individuals and then we tried to place them in a job that fitted all their requirements. It sometimes took two or three trials before both veteran and employer were satisfied. Our worst problem is housing but the Town Council will start building 50 homes shortly. The press announced recently that 14 army huts had been turned over to War Assets as surplus to requirements and that Department of Veterans' Affairs or Veterans' Land Act had bought them up. I would like information on this matter as the lumber and fixtures could have been used by veterans trying to build their own homes.



CHAIRMAN REID: I will try and obtain the information.

COLONEL PHILPOTT was next called to speak on

### **"Veterans of Two Wars"**

(See index and pages 22-24.)

#### **Veterans of Two Wars—Discussion**

CHAIRMAN REID: I would like the delegates to discuss what Col. Philpott has said. Is it possible—Is it practical for our C. R. C.'s to work on our city and town councils and employers of labour to find work for these men whose average age is 56 years.

MR. T. STOTHERS, Brighton: I completely disagree with the Colonel's suggestions that we make janitors, gatemen and doormen of our Dual Service Veterans. I consider that is a defeatist attitude; every time I see a veteran running an elevator, opening doors or standing outside some theatre I say "But for the Grace of God there am I". I think the only real solution is to be found in the decentralization of industry. If small modern well planned communities were built up around factories or industries which would supply reasonably full time employment to those able to work, then establish each family in a home they can afford to carry, on a lot large enough to supply their own fresh eggs, fruit and vegetables, and you have what to my mind represents a near approach to social and economic security. The older veteran could work according to his health and ability. As his earnings decreased the Veterans' Allowance should be increased until ultimately they were in receipt of full pension, but not in cash, a portion being allotted to the obligation on their homestead. But the older veteran does not, generally speaking, qualify for the small holding under V. L. A. because he is not steadily employed or in receipt of sufficient pension to guarantee the V. L. A.'s amortization terms for men over fifty. I say most emphatically that the War Veterans' Allowance Acts and the V. L. A. need rewording so as to meet the needs of the older veterans in a way that they, the Older Veterans, are (1) definitely established in a home (2) in a community that will at least provide them with part time or seasonal employment, (our boys sixteen years of age earn an average of \$110. a month during the canning season.) That is a job an older veteran can do and still look after a good sized garden (3) provided with a graduating scale of pension or allowance which will pay nothing while they are employed full time, to 100% if sick and unable to earn anything for any good reason.

The first point I wish to stress is that in the last depression out of work veterans were evicted from rented premises and drifted from one part of the country to another looking for work and aggravated an already difficult situation, particularly in the larger centres where there was reason to believe that work was more plentiful. In fact if a man had a home in a smaller centre with a garden to insure him at least a means of subsistence he is more likely to stay anchored during temporary depression periods.

Secondly, too much has been said and written regarding I.Q. tests for older veterans. I contend that much of the difficulty in earning a livelihood is not a matter of limited capacity or limited ability, but of limited opportunity. In one instance, a veteran of World War I lost his job with the railway when they closed the local round house. He obtained work as janitor of the local United Church at \$10. a month and as night fireman at a small hospital at \$20. per month, but with continuing depression no other employment was available and he came to be regarded as the janitor type. However, with enlistments in World War II he obtained a job as clerk in the government liquor store at \$120. a month and his trustworthiness and efficiency proved such that he is likely to be promoted to the managership of the store. In another case a dual war veteran found temporary employment doing labouring work in the construction of a theatre. He so impressed the owner that when the building was completed, he found himself in the position of manager. These men deserve better than positions as doormen and the like. We must find a way to use their abilities to the utmost while they are able to work and provide a sense of security as their earning power recedes.

The first thing to do is to revise the legislation. The War Veterans' Allowance Act and the Dual Service Act both far from benefit all veterans of both wars who were not domiciled in Canada August 4th, 1914. That affects nearly 25,000 veterans of both wars who served in the Canadian Armed Forces in this last war. Many of those Dual Service Veterans who are barred from benefit by the domicile clause have lived in Canada and paid taxes for over twenty-five years. Some had as many as six of their sons and daughters serve with them in the Canadian Armed Forces in this war. They are barred from pension because of the domicile clause and they are barred from benefits under the V. L. A. because of their age. Now we are told we must work to make them into doormen or janitors. The whole thing is wrong and the legislation must be changed before we can correct the present situation.

COLONEL PHILPOTT: I am not going to say whether Government decisions are right or wrong. I do say however that pensioning off a large class of people because they saw service in two wars is fundamentally wrong. It upsets the levels of all other pension schemes. It runs foul of the Department of Defense pension scheme for permanent force personnel who retire after twenty-five years' service. A private with twenty-five years' service receives less than \$25.00 a month.

MR. STOTHERS: I did not suggest that all veterans of both wars be pensioned. I expressed the opinion they should be looked after according to their individual needs and requirements and offered suggestions that if acted upon would achieve that purpose.

GROUP-CAPTAIN W. E. BAKER, Cobourg, Ont.: I wish to support what Mr. Stothers has said. I feel many men with dual service have been discriminated against because of the domicile clause in the War Veterans' Allowance Act or because their age bars them from obtaining small



holdings. I feel that given a small holding many older veterans would earn a considerable sum of money toward their annual requirements by accepting seasonal employment. All they need therefore is assurance that the balance between what they earn and what they need can be made up by amending the three Acts, The Veterans' Land Act, The Veterans' Allowance and The Dual Pensions Acts, so they meet their requirements.

COLONEL PHILPOTT: There are suggestions before the House as a result of the Parliamentary Committee's deliberations. It has been proposed that the words "Unable to maintain himself because of physical or mental handicaps" be changed to read "A man who is economically unable to provide for himself". That should take care of the veteran who is not physically or mentally incapable but because of a variety of reasons cannot earn enough to provide for his economic needs.

REV. J. L. HODGSON: Unfortunately many applications for burnt out pension come from our office and I feel there is real need in all cases. I wonder if we should not consider the case of the widow and single man who are unable to work and sit around drawing \$30.41 per month. It seems to me there is a crying need for a Veterans' Home in Ontario—not a place where they will be forced to stay and draw a couple of dollars a month tobacco allowance, but a place where they could live and go out and do a job and get paid if they are able. I want to make them feel they have a home but are free to follow the bent of their desires and earn a little if they are able. They deserve something better than we give the inmates of our prisons. I would like to see a resolution go forward to the Provincial Government.

MAJOR RICHARDSON: I am pleased that point came up. The Ontario Rehabilitation Committee have been discussing the problem for some time. The thought is that Christie Street Hospital could be converted into a home of the type suggested when Sunnybrook is completed. We were hoping the Citizens' Committees would take it up with the Federal Government. The National Council of Veterans are fully aware of the need and think Christie Street Hospital could be turned into a most suitable pensioners home. Bear in mind the place suggested is Christie Street. Thus the Federal Government comes very much into the picture. Any resolution from this conference should be directed to the Federal Government and I am at liberty to inform you the Premier of Ontario has assured the Ontario Rehabilitation Committee that any workable plan will receive his support.

The following resolution was then passed:

BE IT RESOLVED that having thoroughly reviewed the problem of aging veterans of the First Great War who are without means of support, we the representatives of the various Citizens' Rehabilitation Committees of "T" District in annual session assembled at Kingston, Ontario, the 30th day of July, 1946, do hereby petition the Government of Canada to explore the possibilities of providing permanent homes for such veterans.

In this connection we respectfully submit that when Christie Street Hospital in Toronto is vacated by its present occupants, the building might well be so converted.

We further recommend that copies of this resolution be forwarded to the proper authorities of the Federal and Provincial Governments.

Moved by Rev. J. L. Hodgson, Peterboro, Ontario.

Seconded by Thomas Stothers, Brighton, Ontario.

GROUP-CAPTAIN W. E. BAKER: That resolution will start the ball rolling but is Christie Street Hospital in a suitable location for such a home?

CHAIRMAN REID: I understand the resolution asks the Government to provide permanent and congenial accommodation for veterans who are still able to procure and perform certain types of employment for remuneration. It does not deal with men who are chronically ill or totally disabled—provision has been made for them. For the man who wishes to work Christie Street would have many advantages.

COLONEL TOSLAND: I would suggest that those of us here who have influence with employers ask them to specify, when placing orders with N. E. S., those particular openings they consider an older veteran could fill in a satisfactory manner. I also think that in trying to place the older veterans in employment we should stress what they can do efficiently and forget what they can't do because of their age or some physical infirmity.

CHAIRMAN REID: I think the note on which we should close this discussion is that the vast majority of dual war veterans want employment and that finding them suitable employment is the problem the Citizens' Rehabilitation Committees should try to solve. Pensions, increased allowances, and homes for the aged or permanently disabled may become necessary in time.

Recess followed.

### Veterans in Business

CHAIRMAN REID: I will ask Mr. Breck to introduce the subject of "Re-establishment Credits".

MR. T. G. BRECK, Kingston, Ont.: As an introduction to the discussions during this period of the conference, I have been asked to review the legislation pertaining to Re-establishment Credit particularly in respect of the changes which have taken place during the past year. Inasmuch as the legislation is not extensive and certainly not intricate I do not think I will be wasting any time if I review it from its inception to its present state. I will, however, confine my remarks to that Section of the Act which deals with the purposes for which release of credit may be authorized as that is the section in which Citizens' Rehabilitation Committees are most directly interested.



The first statute governing Re-Establishment Credit was enacted in 1944 as Chapter 51 of the Statutes of Canada, 1944-5 and known as "The War Service Grants Act, 1944" and became effective on 1st January, 1945. The Governor-in-Council was authorized under that Act to make regulations governing all matters relevant to the administration of Re-Establishment Credit and several regulations were brought into effect under that authorization. In December 1945 "The Act" was amended by Chapter 38 of the Statutes of 1945 and in so doing most of the regulations I have referred to were incorporated in "The Act". Later an Office Consolidation of the two statutes was published and, at the same time, such regulations as were not incorporated in the Consolidated Act were re-enacted by special Order-in-Council. Thus the only legislation at the moment pertaining to the administration of Re-Establishment Credit is:

The War Service Grants Act, 1944, Re-establishment Credit Regulations  
P.C. 2278.

The section of the Act authorizing the purposes for which credit may be applied is No. 9 and I will deal briefly with each sub-section.

- 9 (a) (i) **Purchase of a home under the National Housing Act.** There is no change in this subsection, the limitation remaining the same, i.e. two-thirds of the difference between the lending value and the amount of the loan made under the National Housing Act.
- 9 (a) (ii) **Purchase of a home, not under the National Housing Act.** The limitations remain the same as in their original form i.e. two-thirds of the difference between the appraised value of the home as approved by the Minister or the purchase price, whichever is the lower, and the amount of the encumbrance thereon, assumed or created by the member. (The words "assumed or created by the member" are additions to the original).

In the first issue of Regulations under the Act the expression "home" was limited to a building used or to be used by the member as his dwelling. Thus ownership was limited to the veteran himself or herself. By Order-in-Council P.C. 1221 dated 6th March 1945 the definition of "home" was extended to include a home owned by the member and his or her spouse, as joint tenants but not as tenants in common. By Order-in-Council P.C. 5802 dated 30th August 1945 the ownership of the home was still further extended to include a home owned by the member and his spouse or solely by the spouse of the member, and a home is so defined in the Consolidated Act.

- (b) **The repair or modernization of his home.** Originally when dealing with applications under this sub-section the word "home" was subject to the same limitations but at the same time became subject to the same extensions as in (a) (ii).
- (c) **The reduction or discharge of indebtedness under any Agreement for sale, mortgage or other encumbrance on his home, in an amount not exceeding twice the amount that the member himself simultan-**

**ously contributes to such purpose.** The partial or full discharge of an encumbrance is considered part of the acquisition of a home and, therefore, applications of that type are already authorized under Section (a) (ii). It was found, however, in practice, that the formula stipulated in (a) (ii), on occasion, did not exhaust the member's credit, the residual balance of which he usually desired to reduce or discharge an encumbrance. By Order-in-Council P.C. 5046 dated 17th July 1945, provision was made for such situations in the following terminology:

14A. In addition to all other purposes for which credit may be available under the Act or these regulations all or any part of the re-establishment credit may be made available to or on behalf of a member in order to reduce or discharge indebtedness under any agreement for sale, mortgage, or other encumbrance on his home: Provided, however, that such credit may be so made available only to the extent of double the amount that the member himself, simultaneously contributes to such purpose. In this regulation 'home' shall have the meaning assigned to such word for the purposes of section nine of the Act by regulation 4A of these regulations.

As will be observed that extension by means of a regulation is now incorporated in the Consolidated Act and becomes a new sub-section.

- (d) **The purchase of furniture and household equipment for his domestic use in an amount not exceeding ninety per centum of the purchase price of the household equipment or the payment of the full cost of repair of such articles.** This was originally sub-section (c) which, however, limited release to the extent of only two-thirds of the cost and did not permit the use of credit for the repair of furniture and household equipment. The changes referred to became effective on 1st January 1946.
- (e) **The provision of working capital for his business.** This was originally sub-section (d) and included the word "profession" as well as business. However, the Consolidated Act defines "business" as including "trade, industry or profession". In practice, this sub-section is used in cases where the member is, to use an everyday expression "in business for himself".
- (f) **The purchase of tools, instruments or equipment for his business or the cost of repair of such articles.** This was formerly sub-section (e) and in addition to the word "business" there were included the words "trade or profession". As already explained The Consolidated Act defines "business" as including trade, industry and profession. The words "or the cost of repair of such articles" are added in The Consolidated Act. In practice this sub-section is used for applications from members falling within the generic term "employee".



- (g) The purchase of a business by him in an amount not exceeding two-thirds of the difference between the purchase price and any indebtedness incurred for the purpose of the purchase of such business, if the payment of such difference entitles the purchaser to immediate possession. This sub-section was originally (f) and read as follows: "The purchase of a business by him in an amount not exceeding two-thirds of the equity fund required for such purpose". "Equity fund" was defined in the Regulations as the difference between the purchase price and any indebtedness incurred. That definition is now incorporated in The Consolidated Act, so that there is no actual change in that respect. There is, however, an important change by reason of a definition of "purchase of a business" which includes the purchase of an interest in an existing partnership and the advance of capital for a new partnership, if the partnership business is to be the main occupation of the member and he intends to participate actively in that business (Section 2 (o) of Consolidated Act).

I would just like to interject here the observation that it is in respect of the three sub-sections just explained that Citizens' Rehabilitation Committees may render the greatest service to the veteran, the Department, the Community and consequently to the State. The small business field, as I am sure all of you gentlemen are aware, is full of pitfalls. Pamphlets have been broadcast freely over the Dominion by organizations such as Dun & Bradstreet, Better Business Bureaus and Banks, as well as magazine articles, warning veterans not only of the dangers that lie ahead of the inexperienced but also the dangers of being "taken for a ride" by unscrupulous individuals eager to exploit veterans and welch them of their hard earned gratuities and credits. The mortality rate in the small business field, even in normal times is notoriously high, so that by entering that field at the present time, in my humble opinion, will prove to be more hazardous than ever. Citizens' Committees are in a preferred position to give valuable advice on the commencement of a new enterprise and the purchase of a going concern. The Department, on its part, should examine the "mechanics" of each proposition toward ensuring that the veteran is obtaining a square deal and that his interests are fully protected. That, I consider, is all that can reasonably be expected in the administration of credit for business purposes.

- (h) The payment of premiums under any insurance scheme established by the Government of Canada. This was originally sub-section (g) and in its original form excluded release of credit towards the purchase price of an annuity purchased under the "Government Annuities Act". Also under the regulations in their original form credit could not be released in any circumstances unless the veteran was resident in Canada. That proviso has been amended to exclude its application to the payment of premiums under "The Veterans Insurance Act" or "The Returned Soldiers Insurance Act" or the payment of the purchase price of an annuity purchased under the "Government Annuities Act". The last mentioned Act itself, how-

ever, does not permit the purchase of an annuity by any individual who does not reside in Canada, so that until such time as that act is amended, veterans residing out of Canada may not use their credits to buy Dominion Government Annuities.

- (i) **Payment of fees and the purchase of special equipment including instruments, books, tools and other equipment required for educational and vocational training other than educational and vocational training provided by the laws of Canada for members of the forces.** This was formerly sub-section (h) and read "the purchase of special equipment required for his educational or vocational training". Thus the purposes are extended to include fees and books but with the restriction that the training must be other than that provided for by the laws of Canada for members of the armed forces.
- (j) **Any other purpose authorized by the Governor-in-Council.** This was formerly sub-section (i) and there is no change. There is a general misunderstanding that this sub-section may be invoked for applications not falling within the scope of any of the purposes set out in "The Act". Such is not the intent of the sub-section. It is solely for the purpose of enabling the Governor-in-Council by Order-in-Council to add such additional purposes as are deemed to assist in the re-establishment of discharged members of the Forces.

There have been certain other changes in "The Act" not pertaining to Section 9 but which I am sure all those present will appreciate hearing about, as follows:

**N.R.M.A.**—The original definition of "service" was "time served on active service in the Forces while enlisted or obliged to serve without territorial limits or time served on active service in the Aleutian Islands". Thus N.R.M.A. personnel who had not volunteered for service anywhere, or to use the colloquialism "gone-active", War Service Gratuities and Re-Establishment Credit were denied them. However, Order-in-Council P.C. 792 dated 6th February 1945 extended the definition of "service" to include "training, service or duty in the United Kingdom and/or the European and/or the Mediterranean operational theatres and while proceeding from Canada thereto and returning to Canada". That extension is now included in the definition of "Service" in the Consolidated Act.

**Re-enlistments**—Where a member of the Forces, before he has been paid or granted all or any part of the Credit, re-enlists in the Forces, the balance of such credit remaining not granted, shall not be granted unless the Minister otherwise directs, until his subsequent discharge.

**Permanent Force**—Re-Establishment Credit is calculated on the basis of service and service is defined as "time served on active service



in the Forces while enlisted". For practical purposes it is correct to state that active service ceased on 31st March 1946 and consequently the qualifying period for the calculation of Re-Establishment Credit terminated on that same date. The authorities must consider that those who belong to the regular forces of the country are re-established, since it is provided that Re-Establishment Credit is available to those of the regular forces who belonged to the regular forces on the 31st day of March 1946, and it is provided further that when an individual becomes accepted in the regular forces he becomes eligible for release of credit on the day of such acceptance.

**Others** — There is a very large body of personnel left still serving who do not fall within either of these two categories and they may be classified as "awaiting discharge pending no further need of their services". Such personnel continue to earn gratuities and re-establishment credit until their discharge.

That, gentlemen, is all I have to say on the subject of Re-Establishment Credit legislation. I think you will agree with me that it is neither lengthy nor complicated so that any difficulties which we have in the administration of "The Act" do not arise from that source. Our main difficulty in administering is to reach a decision, usually at long range, as to whether or not the enterprise on which a veteran is about to embark is a good form of re-establishment. The Division of this District charged with the administration of Re-Establishment Credit legislation is primarily interested in the veteran's welfare but at the same time, is fully appreciative that the veteran must be considered master of his own destiny. As already pointed out, however, if the Department, through its counselling Division, warns veterans of the dangers that lie ahead and the Re-Establishment Credit Division exercises sufficient care to protect his interests then I feel that the Department has done its duty.

**CHAIRMAN REID:** The meeting is yours for discussion.

**MR. STAVELEY,** Trenton, Ont.: I have heard complaints that veterans have experienced serious delays when about to start up in business because firms would not deliver machinery, stock and supplies until the Department issued the veteran his cheque. Is there any reason why the Credits Division could not give the veteran a letter immediately his plans had been approved, stating his cheque was being forwarded and the amount of credit that could be granted and thus save irksome delays.

**MR. BRECK:** Once the application has been approved we could write as you suggest. The great thing is for the Citizens' Rehabilitation Committees or the veterans' officer to inform me of individual veteran's special needs. I have so many files I cannot be familiar with the details of all cases. We are always willing to co-operate with the Citizens' or Advisory Committees.

MR. E. H. LIDDLE, Belleville, Ont.: I would like to commend the Veterans' Officer and thank Mr. Breck for the confidence established and co-operation he has given. I have submitted recommendations amounting to \$75,000. which has been spent in Belleville. Just recently I recommended a business partnership in which two veterans invested \$3,000. of their own money as well as their credits and a bank loan. Every phase of the deal went through smoothly. (Note: See index under "Veterans in Business and Civil Re-Establishment Credits" for other discussions.)

### Casualty Rehabilitation

MR. J. C. STEPHENSON, Kingston, Ont.: Mr. Stephenson, District Supervisor of Casualty Rehabilitation introduced the subject. (See index for pages in which the subject has already been thoroughly discussed.)

MR. E. G. MODEN, Brockville, Ont.: It has been proven by statistics that disabled veterans, properly rehabilitated, are in 99 cases out of a 100 better and more reliable employees than those who have all their faculties. They take a greater pride in their work and lose less time. This is an important argument to remember.

CHAIRMAN REID: That statement is correct. Over one hundred firms who employ a considerable number of disabled veterans, provided those statistics.

### DINNER MEETING

MR. J. J. RICHARDSON in the Chair first introduced Mayor Stewart Crawford and then asked Captain Paul Cross to introduce the speaker of the evening. Captain Cross briefly sketched the speaker's brilliant career during both wars and the interval between.

MAJOR-GENERAL E. L. M. BURNS, C.B.E., D.S.O., M.C., Director-General of Rehabilitation, Department of Veterans' Affairs: What I have to say tonight will be in the nature of a progress report on the rehabilitation programme.

We can now say that the demobilization of the Armed Forces is nearly complete. It is fifteen months since V-E Day and nearly a year since V-J Day. 250,000 were discharged from the services prior to V-E Day and about 650,000 from that date until the 1st July this year, leaving less than 100,000 in the service as at that date. The past year, as you can well imagine, has been a very busy one for the Rehabilitation Branch and the Department of Veterans Affairs generally. It was more than ordinarily difficult because the load came as we were building up and training our staffs. We had to wait until the war was over before recruiting our staffs because we wanted to have veterans with good overseas service and these were otherwise engaged until hostilities were over.

We will divide veterans into the following categories:

- (a) those who have been reinstated in their former employment or or who have gone back to their own pre-war business and this, we think, includes nearly 40% of ex-servicemen;



- (b) those who have entered new employment since leaving the service;
- (c) those who have set themselves up in a business in which they had not been previously engaged;
- (d) those who have set themselves up in farming;
- (e) those who are taking vocational training;
- (f) those who are taking university training;
- (g) those who are in hospital;
- (h) those who are unemployed.

We have no means of obtaining complete statistics as to how many veterans exactly fall into each of these categories. We go on the assumption, however, that if a veteran is not taking one of the allowances or registered with the National Employment Service, then he is employed.

Let us consider the numbers in these different categories and first examine the returns of Re-Establishment Credits. We find that, up to the end of June, 1947 veterans have purchased businesses and that 51,000 odd have used re-establishment credits for providing working capital, purchasing tools or equipment. As at the end of June, we estimate that nearly 10,000 were receiving allowances while awaiting returns from their business. Some of these will be new businesses, some pre-war businesses re-opened.

With regard to farming, 5,443 have been placed on the land in full-time farming by the Veterans' Land Act administration and about 10,000 are receiving allowances while awaiting returns from their farms. The difference is made up of those who owned farms before, or have rented them.

As at the end of June, 29,700 were taking vocational training and 23,000 university training. The number of the latter dropped by 7,000 or 8,000 from its peak owing to the summer vacation at universities.

The next category are those in hospital, who amounted to about 15,000 at the end of June. The number of war casualties remaining in hospitals is being reduced steadily. They pass from hospitals into Health and Occupational Centres and then to employment in civil life. I shall say more about this part of rehabilitation later.

We now come to the category of those unemployed. As at the end of June there were 34,307 approved for out-of-work allowances, according to returns we have received in our Department. The probability is that the numbers actually receiving the allowances are less, due to the fact that many obtain work between the time the allowance is approved and payment made. Some veterans are unemployed who are no longer entitled to out-of-work allowance; I estimate the total veterans of World War II registered as unemployed at 50,000.

Adding up the numbers that we know about, I find that these total 150,000, leaving 500,000 discharged since V-E Day who either have been reinstated in former employment or engaged in new employment. The proportion between these two is roughly 30/70—i.e. 150,000 back to their old jobs; 350,000 in new jobs.

I think it is a remarkable thing that in such a short period the country should have been able to absorb so many young men in new employment. The publicity and support afforded by Citizens' Committees in this task is perhaps the most important way in which they have forwarded the Rehabilitation Programme. The job is not yet completed; there are those who are presently unemployed; those still to come out of the service; and there is still a considerable number who have left the service in the last month or so and have not yet come on the labour market.

However, as far as the Department of Veterans Affairs is concerned, we will not be satisfied while there is an employable veteran without a job. We are now engaged in careful investigation of the circumstances of those who remain on out-of-work allowance, for the purpose of placing them in employment suitable to their abilities. In this we hope to have assistance from Citizens' Committees. It would be particularly useful to us in communities where there is no office of the National Employment Service. I ask the Chairmen of all Committees to undertake a check, during the next few weeks, of the veterans in their community, to see if there are any veterans unemployed or unsuitably employed. If there are found to be any, their names should be brought to the attention of the District Superintendent of Rehabilitation. He will arrange for a visit to be made by a Counsellor or interviewer, so that the veteran's situation may be studied with a view to getting him placed in suitable employment—that is, rehabilitated.

In many cases it will be desirable for him to take a period of training to improve his chances for employment. At the present time the labour market is good. There are plenty of jobs going and almost anyone who wants to work can find it. If employment declines, there will be greater competition and it is only the man who has some special skill who can be relatively sure of keeping employment. Members of Citizens' Committees who have the opportunity to talk to veterans about their future, should keep this point before them. The younger veterans may not be very far-sighted and may take employment which pays relatively well at present but which leads nowhere. They would often be better advised to take training and made do on the allowances for six months or a year, with a view to getting a great deal better income later on. In advising this course of action, you will realize that you will have to overcome the attractions of the Re-establishment Credits. The married veterans, want to use them in order to get themselves a home and furnishings. Nevertheless, though the \$400. or so may look big at the present time, if the man can increase his earning capacity by \$10. a week it does not take long before that \$400. he may have sacrificed will be made up, not to speak of his improved prospects for the future.



I have said that 29,000 were taking vocational training, as at the end of June. Experience to date has shown that practically all those who have completed training have been able to get employment in the trades for which they were trained. There are some trades concerning which we are a little doubtful. Our records show that there are large numbers awaiting training as draughtsmen, photographers, jewellers, watchmakers, machinists, electricians, plumbers and steamfitters, and auto mechanics. We are a little doubtful of the capacity of some of these trades to absorb those who may be trained. For the past several months we have been making surveys to determine what the normal population in certain trades is, and what the prospects for employment are, so far as they can be determined, in each of the several industrial regions of Canada. With this information we shall be able to decide how many ought to be trained for the trade. We have already made decisions as to the construction trades, and watchmakers. We certainly do not want to advise veterans to take training which will not result in their getting employment steadily and readily.

There were nearly 30,000 young men and women in or preparing for university training at the end of April, and we anticipate that this autumn there may be as many as 38,000. The size of this programme is measured by the fact that this is as many as the total number of undergraduates of universities in Canada before the war.

At the end of the first year, we get most excellent reports from all quarters as to the academic results that these young people have obtained. The university principals and presidents are unanimous in praising their maturity of outlook and their determination to make the most of the opportunity which has been given them.

You may be interested to hear what the occupational intentions of this group are, in broad outline:—

- 1451 accountants and auditors
- 838 agriculturists
- 344 architects
- 210 artists
- 350 authors, editors and reporters
- 559 chemists, assayers and metallurgists
- 378 clergymen and missionaries
- 598 dentists
- 1154 engineers (chemical)
- 1276 engineers (civil)
- 1753 engineers (electrical)
- 217 engineers (industrial)
- 1362 engineers (mechanical and aeronautical)
- 681 engineers (mining)
- 657 foresters
- 220 geologists
- 1554 lawyers

181 optometrists  
321 pharmacists  
1549 physicians and surgeons  
336 public officials—administrative (Federal)  
310 social and welfare workers  
1767 teachers, high and public schools.

Some concern has been expressed by veterans and others as to whether there may not be too many young men entering certain of these professions. In order to determine whether this is so, and to provide information for counselling the student-veterans in this matter, an Interdepartmental Advisory Committee on Professionally-Trained Persons has been set up by the Federal Government, to study the problem and to estimate the numbers annually required, together with other relevant information a young man needs in order to make a choice of a career. In this task, the Advisory Committee will have the assistance of professional organizations, provincial governments, industrial associations, etc., and of other individuals and bodies who are interested in the problem.

The young men and women of the higher levels of ability are Canada's most important asset, and it would be most uneconomical if their time and efforts were wasted in preparing themselves for professions where there was an oversupply, when they can turn their talents to other professions of which we need a greater number of practitioners. We have already assembled information about certain important professions, and hope to cover a reasonably wide range of them in preliminary reports by this autumn.

The Rehabilitation of men who have suffered physical disablement is a subject which excites the greatest interest and sympathy of any phase of the programme.

Disabled veterans are individual. No machine-like process of rehabilitation can be developed which meets the needs of all, for their needs and their backgrounds, socially, vocationally, educationally and economically, are as different, one from another, as are the needs and backgrounds of each able-bodied veteran.

Recognizing this fact, the Department of Veterans Affairs created the Casualty Rehabilitation Section, which came into being in the Kingston District at the turn of the year about which you have already heard.

On our files we have records of disabled veterans of World War II performing almost every possible type of job—welder, watchmaker, log-scaler, lawyer, farmer, fisherman, overhead crane operator, grocer and so on. The Department of Veterans Affairs takes pride in their prowess. It is true that they can do it; it is true that they are doing it.

Another group of veterans who will require special help are the older men—those of 50 years and over and especially those who are veterans of World War I and some one who have served in both World Wars. You



have discussed this at length this afternoon, but I think no one can speak of rehabilitation generally without touching on this problem. A man of this age, who has no trade or special skill, is naturally at a great disadvantage in obtaining employment—this is the fundamental difficulty. Before this war, many of them were receiving War Veterans Allowance on the theory that they were permanently unemployable under the existing economical conditions. We found, however, that when there was a great demand for labour—as during the war years—many of them got good-paying employment. This should be a demonstration that employability is a relative concept and depends on the demand for labour, equally with the man's personal characteristics. I think it is fairly obvious that if we want to have the greatest possible production of wealth in Canada, we will need to have a very high proportion of our population working, and if that is the case, it would be wrong to eliminate a potential source of manpower because of age alone. As everyone knows, there are a great many jobs which these older men can do well enough but which they may not be preferred for in a depressed labour market because of the general idea that exists that it is better to employ younger men. We must never lose sight of the fact that if these older men are not allowed to work for a living, they will have to be supported by the community, which certainly will not be prepared to see them starve. It is therefore better that they make as much return as possible for what they necessarily consume.

I have put this matter in rather cold and matter-of-fact terms, presenting it as an economic problem. I do not wish to imply, however, that anyone in the Department of Veterans Affairs, or elsewhere for that matter, is lacking in sympathy for the older veteran who has given good and honourable service and finds it difficult to get employment. In fact, we have greater sympathy for him than for those that are younger and abler, and the Department is making special efforts to see that these men are given every reasonable help. In that effort we have been calling upon Citizens' Rehabilitation Committees and will be calling on them increasingly as the population of older veterans increases.

We now come to a further category of veterans—those who have not succeeded in finding steady employment since they have taken their discharge. There are many possible causes for this condition. It is not always due to lack of opportunities for employment or any deliberate intention on the veteran's part to evade work. Domestic troubles, health, mental attitudes, and many other factors, may enter into the case. However, we feel that the principal symptom which will be apparent will be unemployment and, therefore, we are anxious that any cases of persistent unemployment among veterans should be brought to our attention. If the ordinary procedures with which you are familiar fail to get the men into work, then his case will be looked into by a body known as the "Special Cases Board" which is a group of D. V. A. officials in each district whose training and experience fits them to deal with the more difficult problems of veterans. The assistance of social service organizations, Citizens' Committees and veterans organizations may be sought on occasion.

We feel it is important to find and try to deal with these special cases as soon as possible. The longer they are left unsatisfactorily rehabilitated, the more danger there is of their developing into a continuing problem for the community and the Department of Veterans Affairs. So, therefore, I would urge Citizens' Committees in smaller places to make a check of the veterans in their district and bring to attention of the Superintendent of Rehabilitation those who are not well established. In the larger centres, cases of this nature will probably come to light through social service agencies or some other indirect means. In any case, the action to be taken is the same.

In closing, I want to express in the sincerest way that I can, the thanks of the Department of Veterans Affairs to all citizens who have served on Rehabilitation Committees throughout this District.

If the Rehabilitation Programme has been successful so far, it is because the community, guided by its Citizens' Committees has supplied these essentials.

The demobilization of the services is nearly completed and the heaviest part of the tasks, so far as numbers are concerned, is over. However, the job is not finished yet. While we may find that we have not so many veterans to deal with, the problems of those who still remain unrehabilitated, as it were, may be more difficult than those that we have met so far.

Therefore, let us all together finish the job, so that in this country we will have no veteran problem. There will be no such problem if the ex-serviceman thinks of himself as a citizen first and a veteran afterwards. It is up to the citizens of all communities to make the man who won the war feel that way.

MR. P. H. SWALM, O.B.E., Chairman of the Kingston Citizens' Committee responded and thanked the speaker. The evening session then adjourned.

## PROVINCIAL SESSION

### Wednesday Morning

After Mr. J. J. Richardson had explained the set up and functions of the Ontario Rehabilitation Committee and Mr. Fred Hawes had introduced the subject of C. V. T. (see index for previous reports on both subjects) the discussion was opened by

MR. W. STAVELEY, Trenton, Ont.: At what age do you consider we should try and advise a veteran not to take C. V. T.?

MR. F. HAWES, Toronto, Ont.: Generally speaking at 30, but there are always exceptions. Most men after 30 don't learn as readily nor develop the same degree of skill and deftness a young man requires.

GROUP CAPTAIN BAKER: Does C. V. T. teach the foundry trades?



MR. HAWES: No, we have been unable to develop enough interest. The moulding trade is not popular.

GROUP CAPTAIN BAKER: But the opportunities are there and if we are to have a balance in all trades something should be done to make the unpopular trades popular again. If we don't we will experience bottlenecks.

CHAIRMAN RICHARDSON then vacated the chair.

### Housing

CHAIRMAN REID: asked Mr. Clauson to introduce the subject (see index for previous reports) and General Burns then explained the results of sending out 2,134 questionnaires in the Kingston district (see index for Ottawa reports) and told how only 498 replied. The discussion then started.

MR. STOTHERS: The speaker said the Home Extension clause was not being used because of shortages of materials. The Home Improvement Act to my mind is one of the finest we have in Canada. As regards shortage of materials, experience has proved many houses have been made habitable by improvements made by the owners themselves. I do not think the rates of interest charged are favourable when compared with the Farm Loans.

MR. J. J. RICHARDSON: The Home Extension and the Home Improvement clauses are two separate provisions under Part IV of the Act. The Home Extension provisions make loans available to citizens who wish to increase the number of rooms in their homes so as to accommodate more people. The Home Improvement clause is **not** being used because the government felt it was wrong policy to lend money to modernize and **improve** the comforts of homes already built when so many materials are in such short supply. (Note: see index for other discussions of Home Extension).

GROUP CAPTAIN C. C. WYATT, Kingston, Ont.: Has the government contemplated taking any action to protect the equity of those veterans who by force of circumstances have had to purchase homes at prices away higher than the normal values? There are many cases where veterans have had to pay at least one-third more than the property's real value. In most cases he is required to make a cash payment of not less than the difference between the real value and the inflated price. This means that when conditions return to normal he will actually own no equity in his home although it represents to him an investment of from \$2,000 to \$4,000. I am convinced many veterans have been forced to pay up to \$10,000 for homes when they are only able to meet the carrying charges on a home costing at the maximum \$5,000. Unless something is done to protect the equity these men have in their homes they are going to lose both investment and home. When conditions return to normal, this will lead to trouble. It is my opinion these reprehensible conditions would have been avoided had the government extended their W.P.T.B. controls to cover house building and real estate.

CHAIRMAN REID: Integrated housing is calculated to provide homes at a reasonable price set before construction starts and this agreed price can only be raised if W.P.T.B. increase the ceilings so as to affect the contractor adversely.

GROUP CAPTAIN BAKER: Does Central Mortgage and Housing Corporation have any controls over priorities in the various enterprises in which you are engaged?

MR. CLAUSON: No. All priorities come under the Department of Reconstruction and Supply.

### Veterans' Land Act

CHAIRMAN REID asked Mr. H. L. Armstrong, Regional Supervisor of Veterans' Land Act to introduce the subject.

MR. ARMSTRONG: The small holding section of the Veterans' Land Act is the point of greatest interest and has produced more questions than full time farming and the combined farming and commercial fishing put together.

Now I am going to say a word about project areas. In 1944 there were certain tracts of land purchased by the Veterans Land Act and subdivided into half acre lots or acre lots as the case may be and houses were built. That building programme went on in 1945. That type of thing has ceased. We found that it wasn't practical to build these houses. On the cost plus the contract basis was excessive and now where we hold the project areas and the land is still in our hands we sub-divide and then sell the land to the veteran and they in turn build their own houses on the land.

I would like to make a few statements as to how the Citizens' Rehabilitation Committee and the veterans officers may assist in helping veterans who are interested in the Act. We must have a proper legal description of the property or the parcel of land which he intends to purchase. The owner or vendor must supply this.

The veteran must send his ten percent before we can make an appraisal of the property. That is his good faith payment and it shows that he is sincere in actually wishing to purchase the land. Normally we try to deal with applications in the order in which they are received but if we give priority, this means some other veteran has got to wait a little while longer.

We have two methods of carrying out agricultural training. One is to put the veteran with the selected farmer for a period which we think is required, depending on his previous experience. He is under supervision there. Our Settlement Supervisor visits him and reports on him and when we consider that he has had sufficient training then he is qualified under the Veterans' Land Act.



The other type is we are starting this Fall to run short six weeks' courses at Kemptville.

Section 9 of the Veterans' Land Act has been amended so that under clause 9 (a) the Veterans' Land Act may buy the stock and equipment for a veteran who works a rented farm, providing he has a three year lease or longer.

MR. H. L. BATH, Picton, Ont.: What are the conditions of replacement on a rented farm?

MR. ARMSTRONG: This experiment is in its infancy. It may provide some headaches. A veteran wishing to benefit under clause 9 (a) must qualify in exactly the same way as one wishing to obtain any other benefits.

MR. T. G. BRECKS I think many veterans may switch from using their civil re-establishment credits to benefiting under section 9 (a) of the Veterans' Land Act. Would it embarrass you very much if I counselled such a move?

MR. ARMSTRONG: No. But my personal opinion is a man on a rented farm is a poor risk. He doesn't usually stay and if he quits before his lease is up we have the stock and equipment back on our hands again.

MR. E. G. MODEN: How does the older veteran fare under Veterans' Land Act?

MR. ARMSTRONG: Each case is judged on its own merits. If the applicant is considered capable of meeting his financial obligations and paying off the loan in ten or fifteen years as required in the contract for a man of his age, then he would qualify. If his health is poor, his employability uncertain and his financial position insecure, then he would not qualify unless in receipt of a substantial pension.

CHAIRMAN REID: Would you explain how a veteran builds his home under Veterans' Land Act?

MR. ARMSTRONG: The veteran having chosen an approved plan and bought a suitable piece of land comes to Veterans Land Act with his contractor or builder and we draw up an agreement with specifications. The contractor is asked to declare what materials he has on hand and what he requires to complete the house in reasonable time. If Veterans Land Act can supply the materials of which he is short from their stock piles or store rooms this is done.

MR. STOTHERS: I have some suggestions to offer from the Canadian Legion. There are 26 acres of land in the Village of Brighton which has a population of only 200. The Legion thinks Veterans Land Act should buy this land and some of the homes and reserve them for veterans who can qualify. If this is not done prices will go up owing to the fact that war workers are now returning to the smaller communities with money with which to purchase cheap homes with good sized gardens.

## FINAL SESSION—KINGSTON

With Mr. E. B. Reid in the chair the final session opened and Mr. D. H. Marshall introduced the subject.

MR. D. H. MARSHALL, District Superintendent of Rehabilitation:

### Personal Services

There does not appear to be a clearly defined statement of duties of Personal Services neither have we in this District a Welfare Officer delegated to Personal Services but much has been done in the District.

1. By our Welfare Officer at Kingston.
2. By our Veterans Officers in the Unemployment Insurance Commission Offices.
3. By our special cases board set up within our Rehabilitation Division.

### Social Services

The Department has recognized that there are Social problems in each community that effect Veterans Rehabilitation. A new social service Division has been organized in the Department of Veterans Affairs, headed by Capt. C. A. Patrick as Director.

This new division will work closely with the established social agencies in each community, a member of which is usually to be found on each of your committees.

### Housing

Housing has been well covered by the two speakers from Central Mortgage Corporation and Veterans Land Act but I would emphasize that much may be accomplished by Veterans preference then Housing Registry, explaining National Housing Act and Veterans Land Act plans.

### Special Cases

Your help and knowledge is needed in placing this type of veteran:

1. Those that have been on Out of Work Allowances an unreasonable length of time.
2. Those who have difficulty in holding employment.  
(may need training)
3. Handicapped types as discussed by Mr. Stephenson, our District Casualty Rehabilitation Officer.
4. Neuropsychiatric types—special types under this can do certain jobs. Our action in every case is based on our psychiatrist's report as to the employment capabilities of each type.
5. Domestic Difficulties—living with in-laws, etc. Committees can help in endeavoring to locate separate housing.



## Hospital Rehabilitation Board

In addition it will be outlined by our Casualty Rehabilitation Office that we have about three hundred veterans in the district who are suffering from Respiratory diseases, mostly Tuberculosis. They present a problem as regards training for future employment as in most cases they cannot, for medical reasons, return to their former employment. This board, consisting of the doctor in charge, the occupational therapist, our Occupational Counsellor and Casualty Rehabilitation Officer meets with all new Tuberculosis patients and all those pending discharge to cover any possible educational plans while in the hospital and other training after discharge. All training and education is done after medical opinion has been given as to its suitability to his type of Tuberculosis.

## Other Problems

We, in the Department, realize that gratuities are disappearing, that allowances are being used up and that this coming winter that our problems will increase and your community problems by the same token will be greatly multiplied, your committees will be called upon for more voluntary help and guidance than ever before.

These veterans deserve all the care, guidance, advice and help that can possibly be given them to overcome their period of Re-adjustment. They deserve it and if it were not for them the Nazi horde might not have been vanquished, this meeting might not have been possible. I think we all owe them a lot and they should have all the help and encouragement that we as a whole can cheerfully give them.

## Medical Treatment

DR. F. L. REID introduced this subject: Mr. Chairman, ladies and gentlemen, at this Citizens' Rehabilitation Conference we have listened to several very carefully prepared discourses on the "opportunity" side of the rehabilitation programme. I would like now to direct your attention to the social security aspect of our programme. Under this, and of primary importance, are the provisions made for the man who comes back impaired in health. Of the 750 thousand service personnel to be absorbed back into civil life, are many who will require further medical, surgical, psychiatric and psychological treatment and adjustments before becoming useful citizens.

A very small percentage of the cases coming under our charge have either through heredity or battle experience slipped into the inadequate personality type, the anxiety neurotic type, or suffer from some form of pensionitis. This type of veteran is sorely in need of reassurance, and encouragement and a type of human interest which is divorced from legislative procedure. The nervous, worrisome veteran is too prone to lean on government resources as a right rather than as a help to make him become self-supporting.

Many men are discharged from the services directly to the care of our Department while still in need of medical treatment. These men may now have their full pay and allowances of rank continued for at least a year if necessary, or longer if the disability is pensionable, and can be improved by active treatment. This means that there is no difficult period of financial readjustment while a man is recovering from a breakdown in health that has occurred during his service.

This continuing treatment, of course, is only one type of treatment. Our regulations for taking care of the health of ex-servicemen and ex-servicewomen after discharge are very widespread.

The veteran may choose, in most instances, to consult the doctor of his choice. Under this plan the veteran may consult his family physician in the post-discharge year, and receive clinical treatment in the physician's office, his home, or in civilian or Departmental hospitals. Veterans are remunerated according to their classification, and all medical charges are assumed by the D.V.A. There is a class of treatment for any ex-service man or woman with meritorious service in a theatre of actual war. For those people who need treatment and being unable to provide it for themselves they are entitled to come to the Department of Veterans Affairs at any time in their life.

We have a special classification of treatment for disability pensioners. They are entitled to treatment for their pensionable disabilities at any time in their lifetime, and during the period of treatment they draw for themselves and their families a 100% pension rate.

All told there are twelve classifications under which we can provide free treatment and hospital care to men and women who have served Canada in uniform.

On the agenda I note that I am to speak on treatment policies. You may ask what is the quality of treatment. There is only one kind—and that is the best: our own staff of doctors and surgeons are highly qualified men who themselves have fought in the Armed Forces. They understand the soldier, sailor and airman, and have a sympathetic attitude toward them, but we do not stop at treatment from our own staff doctors and surgeons. There is no specialized medical or surgical service in Canada which cannot be made available when required, in order to carry out what is the objective of the treatment. This objective, of which I am sure you will approve, is to make a man who has served, as physically fit as corrective treatment can make him, and put him in a position where he can go out into the world and do a job in a manner that will make him economically and financially independent.

We have established our own D.V.A. hospitals and through a close liaison with the universities we are endeavouring to have them used as centres of medical teaching for both undergraduate and post-graduate training. The consultant staff is chosen from the most outstanding



specialists with university appointments, and by this method we are giving our veterans the benefits of the most recent scientific medical discoveries.

In addition to our own hospitals, we have special veterans' wings in connection with many other hospitals, while special contract arrangements are in effect in centres where we do not have facilities of our own or where our own facilities need to be supplemented.

Our hospital medical staff includes young enthusiastic internes and residents recently discharged from the services, and are under the guidance of qualified specialists, who carry out the required investigations and treatments.

Our institutions are equipped with the most advanced technical equipment under properly trained personnel, which far surpasses most general hospitals, and in addition the ex-service man has the opportunity of taking occupational training while undergoing treatment.

I would like to terminate these remarks by a personal observation after 21½ years' experience in interviewing discharged soldiers from this war, as compared with Great War of 1914-18. Our government has enacted legislation which far surpasses previous efforts—this war's veteran, who through his experience and training appears to have more initiative and self-reliance, is keen to take advantage of federal aid in bettering his educational or vocational qualifications.

This is particularly noticeable among the veterans who have permanent disabilities, such as amputees, lessened function, and deformities of limbs, blindness, etc., and I am certain that if given the opportunity and encouragement by the organizations which you represent, that the men and women who gave of their best in Canada's war effort will "carry on" in the same spirit in civilian life.

The question and answer period was started by

MR. W. STAVELEY, Trenton: "Can a Veteran go to any dentist he wishes?"

DR. F. L. REID: "Yes, providing he is in his post-discharge year. If infection of the mouth or teeth affect his pensionable disability dental treatment would be authorized at any time.

MR. J. P. WILLIAMS, Picton: "Has a Veteran of World War One the same privileges as those of World War Two?"

DR. REID: "A Veteran of the 1914-18 war obviously would not qualify for free treatment under the one year post-discharge clause. Pensioners from both wars are entitled to treatment for their pensionable disabilities during their lifetime. Under Classification 5-A. Veterans of both wars are entitled to treatment under certain specific conditions. I would suggest that any Veteran who has had meritorious service in an actual theatre of war require active hospital remedial treatment which he cannot afford he should make application to the D.D.M.O. at the district office for an eligibility ruling."

CHAIRMAN REID then introduced Lieutenant Craig of the R.C.N. and F/L O'Gorman of the R.C.A.F. who told how their benevolent funds were able and willing to co-operate in helping all ex-members of the Navy and R.C.A.F. who are in need of special consideration. (See index.)

DR. JOHN BAKER: then spoke on "Changes in the Pension Act" (See index) and as there were no questions Captain Paul Cross was asked to sum up. (See index for previous summary.)

The Kingston conference closed after a vote of thanks was passed complimenting Mr. Wyatt and Mr. Marshall on their able efforts in organization and Messrs. E. B. Reid and J. J. Richardson for the manner in which they conducted the conference. Stress was laid on the remarks of Captain Paul Cross who emphasized the importance of continuing the unselfish efforts and able manner in which the citizens were co-operating with the Department of Veterans' Affairs.

Thus ended the series of conferences held in the six D.V.A. Districts in Ontario.



## APPENDIX I

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## APPENDIX II. Benevolent Funds

Name of Fund	Who May Qualify	Where to Apply in Ontario	Remarks
Army Canteen Fund	Veterans of World War One and their dependents	Major Alex Lewis, K.C., Queen's Park, Toronto	
British Sailors' Society	All British seamen and ex-naval veterans	Jervis Bay Hostel, 137 Bond St., Toronto	Rooms and board available
*Canadian Naval Service Benevolent Fund	(a) naval personnel (b) ex-naval personnel (c) dependents of (a) & (b)	(a) To Canteen Committee of ship or establishment (b) To nearest Canteen Committee or (c) Through Canadian Legion, Children's Aid Society, or (d) Direct to Secretary-Treasurer, Room 3412, Naval Service Headquarters, Ottawa	Canteen Committees function at all land based Naval Training establishments, Toronto, Hamilton, Port Arthur, etc.
*Department of Veterans' Affairs	(a) indigent patients in Departmental institutions (b) indigent veterans not in hospital	District Office, Department of Veterans' Affairs	
Last Post Fund	To bury indigent veterans	Secretary, 41 Isabella St., Toronto	Phones—Day, Kingsdale 2506 Nights, Lakeside 4523
Navy League of Canada	Merchant seamen in distress	Provincial Secretary, 109 St. George St., Toronto	
Poppy Fund of Toronto Inc. 58 Atlantic Ave.	Non-pensioned married ex-service-men and their dependents	Any local welfare agency or veteran organization must first vouch for veteran's needs	Furniture, fuel, clothing and other goods. No cash
*Other Poppy Funds	Any needy ex-serviceman or his dependents	Local Branch of Canadian Legion	
*Royal Canadian Air Force Benevolent Fund	(a) Members of the R.C.A.F. (b) Former members of R.C.A.F. (c) Dependents of (a) & (b) (d) Personnel of Allied Services while stationed in Canada	(a) To Claims Committee of own unit (b) To nearest R.C.A.F. station, or (c) Direct to R.C.A.F. Headquarters, Ottawa	Any D.V.A. Veterans Officer will advise those in need of nearest sub-chairman
*Soldiers' Aid Commission	Ex-servicemen and women and their dependents	Queen's Park, Toronto	
*Administrators have authority to make small cash grants or interest free loans to meet emergencies			

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## APPENDIX IV

### LIST OF ABBREVIATIONS

A.P.H.	-	-	-	Approved Priority Housing
A.R.B.	-	-	-	Awaiting Returns Benefit
B.P.C.	-	-	-	Board of Pension Commissioners
Brig.	-	-	-	Brigadier
C.B.C.	-	-	-	Canadian Broadcasting Company
C.B.E.	-	-	-	Companion of the British Empire
C.E.F.	-	-	-	Canadian Expeditionary Force (1914-18)
C.L.E.S.	-	-	-	Canadian Legion Education Services
Col.	-	-	-	Colonel
C.M.H.Q.s	-	-	-	Canadian Military Head Quarters
C.M.A.	-	-	-	Canadian Manufacturers' Association
C.M.H.C.	-	-	-	Central Mortgage and Housing Corporation
C.P.C.	-	-	-	Canadian Pension Commission
C.P.R.	-	-	-	Canadian Pacific Railway
C.R.C.	-	-	-	Citizens' Rehabilitation Committee
C.V.T.	-	-	-	Canadian Vocational Training
D.A.	-	-	-	District Administrator
D.G. of R.	-	-	-	Director General of Rehabilitation
Dr.	-	-	-	Doctor
D.S.O.	-	-	-	Companion of the Distinguished Service Order
D.S. of R.	-	-	-	District Superintendent of Rehabilitation
D.S.C.R.	-	-	-	District Superintendent Casualty Rehabilitation
D.V.A.	-	-	-	Department of Veterans Affairs
E.D.	-	-	-	Efficiency Decoration
E.R.A.	-	-	-	Engine Room Artificer
F/L	-	-	-	Flight Lieutenant
G.C.	-	-	-	George Cross
H.M.C.S.	-	-	-	His Majesty's Canadian Ship
H. & O.	-	-	-	Health and Occupational
Hon.	-	-	-	The Honourable—Honorary
H.Q.M.D.	-	-	-	Head Quarters Military District No. 3
Lieut.	-	-	-	Lieutenant
Lt.-Col.	-	-	-	Lieutenant-Colonel
M.F.B.	-	-	-	Medical Final Board
M.O.'s	-	-	-	Medical Officers
N.E.S.	-	-	-	National Employment Service



## LIST OF ABBREVIATIONS—Continued

N.R.M.A.	-	-	National Resources Mobilization Act
N.S.S.	-	-	National Selective Service
O.A.C.	-	-	Ontario Agricultural College
O.B.E.	-	-	Order of the British Empire
O.R.C.	-	-	Ontario Rehabilitation Committee
O. Reg.	-	-	Ontario Regulations
O.T.R.I.	-	-	Ontario Training & Re-establishment Institute
R.C.	-	-	Re-establishment Credits
R.C.A.F.	-	-	Royal Canadian Air Force
R.C.N.	-	-	Royal Canadian Navy
R.D.	-	-	Royal Decoration
Rev.	-	-	Reverend
San.	-	-	Sanatorium
T.B.	-	-	Tuberculosis
T.O.J.	-	-	Training on the Job
T.R.I.T.	-	-	Training and Rehabilitation Institute Toronto
U.I.C.	-	-	Unemployment Insurance Commission
V.G.C.	-	-	Veteran's Guard of Canada
V.L.A.	-	-	Veteran's Land Act
W.V.A.	-	-	War Veterans' Allowance
W.W. 1	-	-	World War 1914-1918
W.W. 2	-	-	World War 1939-1945









